



CITY OF MILPITAS

California

Library Needs Assessment

Draft Report

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EXECUTIVE SUMMARY

The Milpitas Library Needs Assessment reviewed the use of the existing facilities, benchmarked library size, staffing, and operations with comparable libraries, and assessed the community's library needs. Highlights of this report and summary findings are provided below.

CITY PROFILE

Milpitas experienced rapid growth immediately after incorporation and the population is expected to continue to increase steadily through 2025. As Milpitas' population has grown, it has become more diverse. The dominant population in Milpitas today is Asian, which includes Chinese, Vietnamese, Filipino, and Asian Indian. Milpitas Unified School District's (MUSD) student body has also become more diverse over time. Today, over 50 languages are spoken in the District, making it one of the most diverse in the nation.

Milpitas' economy has changed over time as well; evolving from a primarily agricultural based economy to a service-oriented and high-tech center in the Silicon Valley. Given the high-tech nature of the community, it is not surprising that the majority of the residents are fairly well educated, with more than half of the population having attended college.

MILPITAS LIBRARY

The City of Milpitas owns the library facility. The Library Joint Powers Authority (JPA) funds and provides the library services and staffing. The County Librarian serves as Executive Director of the Library JPA. The County provides such basic services as maintaining the collection and providing programs for all ages to encourage reading and greater use of the collection.

The City has outgrown the existing Library, which was constructed in 1982. The benchmark analysis highlights the inadequacies of the existing facility. Compared to similar libraries, the Milpitas Library has 46 percent (46%) less square feet per capita. In addition, the Library was designed to house a collection of 100,000 items but today houses 212,066 items. To accommodate the increased collection, shelving was added. This additional shelving restricts walkways, which compounded with the heavy usage, makes the Library difficult to navigate, crowded, and noisy, particularly during times of peak use; often patrons wait for a computer or chair to

become available. Library staffing is considerably below the benchmark average, particularly given the exceptionally high rate of circulation.

COMMUNITY AND LIBRARY SURVEYS

A community and telephone survey, in-library user survey, and an online survey were conducted to measure attitudes toward library services and to better understand how and why the Library is used. The results of the survey indicate that the Library is heavily used, with many respondents using the Library at least monthly, while a large portion use the Library weekly. The Library is used primarily to checkout books, music and videos, to take the children, and for personal reference. Patrons also visit the Library to use the computers and for leisure reading. During peak usage times, which the results of the in-library survey indicated are between 11:00 and 4:00 in the afternoon, it can be difficult to find a computer, chair, or table to use.

Respondents of the surveys indicated they are generally well satisfied with the Library staff and how the Library is operating, but would like to see additional hours on the weekend. In addition, respondents are generally satisfied with the materials available at the Library, but indicated the Non-English language materials are unsatisfactory as is the audio and video collection.

The Milpitas Library provides many services to the community; the three surveys explored which basic library services are most important to the community. The respondents indicated that providing general information, answering questions, and helping patrons find, evaluate, and use information is one of the top priorities for library services. Other priorities include providing popular culture and recreational resources, formal learning support, resources that help residents better understand their own and others heritage, literacy programs, and business and career information.

The community telephone survey and the online user survey also addressed arts in the community. The survey indicated that the primary type of art-related event attended by respondents was a movie, followed by an art exhibit and music concert. The majority of respondents would like to attend more events, but don't have the time or don't know what programming is available or where events are held. The most urgent art-related need cited by respondents was information on events and programs.

LIBRARY STAKEHOLDERS

The interviews, focus groups, and the community meeting reinforce the information gained from the surveys: the Library staff is friendly and helpful, but the building is

too small, with insufficient parking and non-English language materials. Library stakeholders would like to see the Library increase its non-English language materials and English language materials on the different cultures and ethnicities present in the community. Stakeholders also stressed the importance for the Library to have adequate technology capabilities with multi-functional use computers and internet capabilities, as well as adequate seating and workspace. In addition, increased hours on Friday evenings and the weekends, a computer center, and a homework center were identified during the stakeholder research as services that should be integrated or expanded at the Milpitas Library.

OUTLINE PLAN OF SERVICE

The Outline Plan of Service summarizes the work conducted in the needs assessment and discusses the library services identified in the statistical analysis, library user and non-user surveys, focus groups, interviews, and the community meeting. The Plan of Service discusses the top eight priority library services: (1) basic literacy, (2) Life-Long Learning, (3) Current Topics and Titles, (4) Cultural Awareness, (5) General Information, (6) Formal Learning Support, (7) Commons, (8) Business and Careers Information. The first four services were identified as top priorities; the remaining four were identified as important services.

OUTLINE BUILDING PROGRAM PLAN

The Outline Building Program Plan translates the services identified in the Plan of Service into space needs. It discusses the size of the collection, library seating, and computers that will be recommended elements of the Library. Space options for basic library services, special services, and amenities are discussed. The basic library services, which include adult, children's, and teen services, circulation and staff areas requires 33,592 square feet plus an additional 14,397 non-assignable space. Additional space for such special services as a storytelling room, literacy services, study area options, public meeting rooms, a computer center, a history room, and Friends of the Library sorting room and Book sale area will increase the necessary square footage of the Library. The Building Program Plan also provides information on a number of amenities and the space that would be needed if provided. The amenities discussed include a refreshment area, performance space, and art exhibit space.

SUMMARY FINDINGS

- The existing Library facility is undersized. The Library was constructed to hold a collection of 100,000 but now houses 212,066 items. The building square footage per capita is considerably below the benchmark average of comparable libraries.

- The Library is difficult to navigate, crowded, and noisy, particularly during times of peak use.
- Access to computers, chairs, study areas, and quiet space is deficient. Patrons often wait for a computer or a chair to become available.
- Despite crowded conditions, the Milpitas Library is heavily used and has an exceptionally high circulation rate.
- The Milpitas Library is understaffed given the high rate of circulation.
- Milpitas' total collection per capita is similar to the benchmark libraries, with 82 percent (82%) of the total collection in books and reference materials compared to 78 percent (78%) at comparable libraries.
- The Library is heavily used, 43 percent (43%) of respondents visit the Library at least monthly.
- The Library is primarily used to checkout books, music and videos, to take the children, and for personal reference. Other main reasons for using the Library include using the computers, leisure use and reading.
- Respondents are generally well satisfied with the Library staff, how the Library is operating, and the collection of materials, with the major exception of the Non-English language materials collection. Respondents also indicated a need to improve the audio and video collections, add hours on Friday evenings and the weekends, and improving parking.
- Respondents indicate that the most important services for a library to provide include:
 - General information, answering questions, and helping patrons find, evaluate, and use information
 - Popular culture and recreational resources
 - Formal learning support
 - Resources that help residents better understand their own and other's heritage
 - Children and adult literacy programs
 - Business and career information
 - Information on community events and organizations

- Arts-related events attended in Milpitas are primarily movies screened in a theater or other public venue, followed by art exhibits and music concerts.
- Respondents would like to attend more arts events, but insufficient personal time and information on available programming prohibits their attendance.
- The most urgent art-related need in Milpitas is information on events, followed by programs directed towards youth, and space for productions, exhibits, and programs.
- Space is the foremost concern among participants.
- There is general satisfaction with the programs offered by the Library, but would like to see the addition of a Computer Center and a Homework Center.
- The Library should be a center for technology and a Computer Center should offer a full range of services, including resume writing, SAT preparation, internet research, and e-mail.
- There is a need for multi-lingual staff to facilitate library use by non-and limited English language speakers.

I. INTRODUCTION

This chapter discusses the scope, objectives and methodologies used in this study.

I-1 Background

Located near the southern tip of the San Francisco Bay, Milpitas has a population of approximately 65,000. Milpitas is a progressive community that is an integral part of the high-technology (high-tech) Silicon Valley. Milpitas has grown considerably since its incorporation in 1954 with a population of 825. It has outgrown the 19,500 square foot Community Library constructed in 1982. The Library was designed to accommodate 100,000 volumes, but currently houses over 200,000. It is estimated that the Library has 50,000 monthly visitors and circulates over 116,000 items each month. The Library has the highest circulation per square foot in Santa Clara County, and had total circulation of 1,400,097 in 2001. The Milpitas Library building is owned by the City of Milpitas, and the Santa Clara County Library Joint Powers Authority (JPA) provides the library services.

In November 2000, Milpitas voters indicated strong support for the Library construction project and performing and visual arts programs when they approved ballot Measures H and I. Measure H advised the City Council to use funds from an increase in the Transient Occupancy Tax (TOT) to evaluate the Library and the arts, and Measure I increased the TOT from 8 to 10 percent (8-10%). Revenues generated from Measure I will fund a significant portion of the new Library's construction costs.

The specific objectives of the Library Needs Assessment include:

- Develop an up-to-date assessment of community needs relating to library services.
- Develop a program that outlines a plan for the delivery of library services.
- Discuss performing and visual arts in Milpitas.

I-2 Approach & Methodologies

This study incorporates a variety of methodologies to collect and analyze data in achieving the study objectives listed above. Brief descriptions of each method are given below.

Stakeholders Interviews	Interviews were conducted with the Mayor, City Council members, City officials and staff, related City Commissions, Library administration and staff, School Board Members and District administration, as well as representatives from community organizations. A total of 45 interviews were conducted. Appendix A lists individuals interviewed. An analysis of the interviews is provided in Chapter V.
Focus Groups and Community Meeting	Two Focus Groups and one Community Meeting were conducted. Participants discussed the characteristics of Milpitas, how the Library is used, who the Library should serve, and what services it is important for the Library to provide, as well as the relationship between performing arts and the Library. Participants are listed in Appendix B. Chapter V provides an assessment of the Focus Groups and Community Meetings discussions.
Community and Library Surveys	A Community Telephone, In-Library User, and an Online survey were conducted. The Community Telephone Survey was a stratified random sample of adult residents conducted by telephone through the Rose Institute of State and Local Governments at Claremont McKenna College located in Claremont California. City and Library staff helped to develop the survey instruments. Appendix C, D, and E provide the results of the Telephone, In-Library User, and Online Surveys. Chapter IV summarizes the results of the three survey instruments.
Literature Search and Document Review	Documents were obtained from the City of Milpitas, the Santa Clara County Library System, and the Milpitas Unified School District. Information was also obtained from federal, state, and regional governments. The information was used to provide background information, compare Milpitas with established benchmarks, and as context throughout the body of this report.
Service Level Documentation and Benchmarking	Benchmark libraries were identified and data gathered from each on operations, programs, and services. Fiscal year data for 2000-2001 was obtained directly from Cerritos, Cupertino, Fremont, Mountain View, Palo Alto, Pleasanton, Santa Clara, Santa Teresa, and Sunnyvale. A thorough discussion of the comparative analysis is provided in Chapter III. Appendix F provides a comparative analysis of the data gathered.

II. CITY PROFILE

This chapter provides background and demographic information on the City of Milpitas.

II-1 Background

Milpitas has played a pivotal role in the South San Francisco Bay Area since the time the Coastanoan Indians established their primary residence there. Later, the Spanish relied upon the farm community for supplies during their travels between San Jose and Oakland. By the latter part of the 19th Century, Milpitas emerged as a marketing center for farmers along the plains and hills. The Southern Pacific Railroad recognized the central role Milpitas played in marketing and shipping goods, and constructed a line reaching from Stockton through Milpitas to San Jose. The Western Pacific Railroad soon followed suit, providing Milpitas with access to two rail lines. Today, Milpitas continues to serve as a business center for the southern San Francisco Bay area.

Milpitas experienced tremendous growth during the 1950s and 1960s. Milpitas incorporated in 1954 and the following year the Ford Motor Company assembly plant opened. One of the fastest growing areas in Santa Clara County, Milpitas was considered a boomtown. Although the growth rate has slowed, Milpitas continues to be a growing community. Growth has brought changes as Milpitas transformed from a farming to a high-tech economy as part of the Silicon Valley. High-tech jobs in an expanding economy attracted many immigrants, creating a diverse population.

II-2 Land Use and Transportation

Milpitas is a growing community and recent development seeks to link public transportation to housing, employment, and retail services. The Milpitas Midtown Specific Plan is a comprehensive development plan for approximately 1,000 acres of land situated in the heart of Milpitas, and incorporates the goal of linking public transportation with housing, employment, and retail. The Plan outlines a mixed-use strategy calling for high-density transit-oriented housing, industrial, service, and commercial uses. The Plan calls for up to 4,860 new housing units, supporting retail, new office development, bicycle and pedestrian trail links, parks, and access to public transportation, including light rail stations. Two high-density housing developments currently in construction, Parc Metropolitan and the Crossing at Montague Apartments, complement the Midtown Specific Plan goals of bringing

housing and public transportation together. Additionally, both housing complexes are near the planned Great Mall light rail station.

Milpitas' desire to link housing, retail, and service with public transportation is evident in the numerous infrastructure changes in the City. These changes include freeway expansions and upgrades and most notably introduction of light rail. The first of three Tasman East Light Rail stations was completed in early May 2001. The first station is located at Alder Drive near I-880, an elevated station will be located at the Great Mall, and a third station will be south of the intersection of Montague/ Great Mall/ Capitol Avenue. Additionally, efforts to construct at least one Bay Area Rapid Transit (BART) station in Milpitas is underway.

Milpitas is also constructing a new City Hall adjacent to the existing library building and within the Civic Center. The original City Hall was constructed in 1969; but due to the remarkable rate of growth, the City had outgrown the facility by 1993. The new facility will provide easy public access for all citizens and create a one-stop public service counter. The facility will also be seismically safe and reflect Milpitas' role in the Silicon Valley in both architecture and technology.

II-3 Schools

The residents of Milpitas are served primarily by the Milpitas Unified School District (MUSD), with fourteen schools: nine elementary, two junior highs, one high school, an alternative school, and a community day school with a total enrollment of 9,424. In addition to the fourteen schools, MUSD has a child development program, and an adult education program.

Of the nine elementary schools, three scored above the Statewide Performance Target of 800 on the 2001 Academic Performance Index (API), as shown in Table II-1. Of the remaining six elementary schools, four were above 700, with one at 695. The lowest API for the elementary schools was a 661. The two junior highs and the high school scored in the 700s. The Statewide rankings compare the performance of individual schools with comparable schools. A rank of 10 is the highest and a rank of 1 is the lowest. As shown, the schools within MUSD perform well compared to schools statewide.

School	2001API	Statewide Rank
Elementary		
Burnett	747	7
Curtner	828	9
Pomeroy	827	9
Randall	740	7
Rose	661	5
Sinnot	822	9
Spangler	695	6
Weller	715	6
Zanker	787	8
Middle		
Rancho	722	7
Russell	790	9
High		
Milpitas High	722	8

Table II-1

**MUSD 2001 Academic
Performance Index (API)**

SOURCE: DEPARTMENT OF EDUCATION

Currently, 220 students living within MUSD’s boundaries attend schools in other districts within the County, while 340 students from other districts attend MUSD. Private schools, both in Milpitas and surrounding communities, also serve local residents.

Today, MUSD is one of the most diverse school districts in the United States. There are four primary ethnic groups at MUSD: Asian, Hispanic, White, and Filipino; however, there are more than fifty different languages and twenty dialects spoken

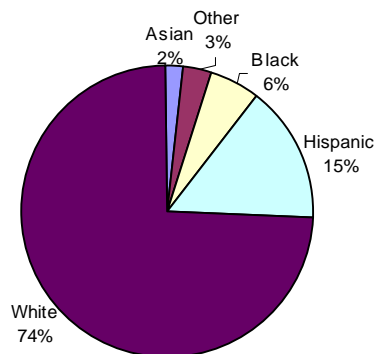


Figure II-1
1970-71 MUSD Population
 SOURCE: 2001-02 CBEDS

within MUSD. Figure II-1 and II-2 illustrate the dramatic change in ethnicity between 1970 and 2001. The White population has decreased from a high of 74 percent (74%) in 1970 to 19 percent (19%) 31 years later. Conversely, the Asian population has skyrocketed from 2 percent (2%) in 1970 to 37 percent (37%) in 2000. In 1970, the Filipino population would have been included in the “other” category, which was 3 percent (3%) of the total population. Today, Filipinos are 18 percent (18%) of the student population.

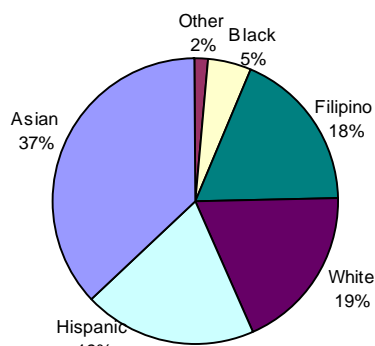


Figure II-2
2001-02 MUSD Population
 SOURCE: 2001-02 CBEDS

Milpitas Unified’s elementary, junior highs, and high school all have libraries. Teachers paid by stipend for limited hours or volunteers staff the elementary school libraries. The two junior highs share one full-time librarian and one full-time assistant; they split their time between the two schools. Milpitas High has one full-time librarian. Homework help with either structured tutoring groups or informal homework clubs is available at six of the nine elementary schools, and at both the

junior highs. No homework assistance is available at Milpitas High. Appendix H provides additional detail regarding library and homework help.

II-4 Arts

As Milpitas matures as a community, the issue of arts, particularly space for performing arts and art displays, is emerging as a need. In November 2000,

residents voted in favor of Measure H, which allows the City Council to use funds from an increase in the Transient Occupancy Tax (Measure I) for constructing a new library and supporting performing and visual arts programs. Prior to passage of Measure H and I, the City created the Milpitas Cultural Plan. The five-year plan outlines goals and objectives for encouraging and supporting the arts in Milpitas, and is intended to serve as a blueprint for the future development of Milpitas' artistic, cultural, and historical assets. Specific goals of the Cultural Plan are to foster awareness of the community's rich diversity, to provide educational opportunities in the arts, to promote artistic expression, to increase cultural participation, and to acquire public art.

Milpitas has several community groups devoted to the arts; including, but not limited to, the children's Rainbow Theatre, Fancy Dancers, the Golden Hills Arts Association, and the Calaveras Repertory Theatre. There are several other groups and corporate sponsors which support the arts in Milpitas, including the Arts Commission (AC), the Milpitas Alliance for the Arts, and the Community Arts and History Support (CAHS). The AC was created in October 2000 to act as an advisory commission to the City Council. The AC educates the public, provides opportunity for arts and performing arts in the community, and encourages art in school and education. The Alliance for the Arts, and other local arts-related organizations, were instrumental in the development of the Milpitas Cultural Arts Plan. The Alliance for the Arts seeks to encourage and promote performing and visual arts in Milpitas.

II-5 Demographics

The following sections discuss the demographic profile of Milpitas. They include population projections and comparisons with California and the United States regarding ethnicity, education, employment, and the number of households. The demographic comparisons reveal the character of Milpitas. Appendix G provides a matrix of the comparative data.

POPULATION

Milpitas' population grew from 825 when incorporated in 1954 to 16,000 by 1964. According to the 2000 U.S. Census, Milpitas' population is currently 62,698, a 24 percent (24%) population increase over the 1990 population of 50,686. Figure II-3 provides a

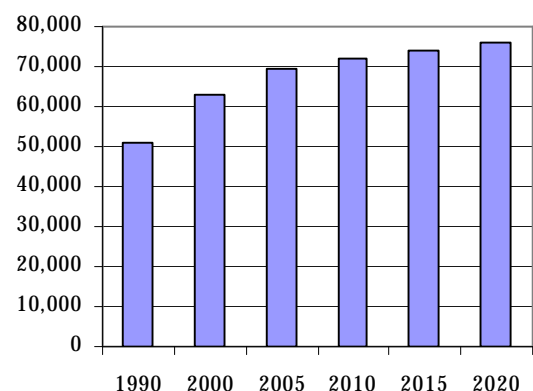


Figure II-3
Population Projections

SOURCE: ARAG 2002

projection of Milpitas' population as forecast by the Association of Bay Area Governments (ABAG). Population growth will decrease from an anticipated 15 percent (15%) growth rate from 2000 to 2010, to a 5 percent (5%) growth rate from 2010 to 2020. By the year 2020 Milpitas, population is forecasted to be 76,100, which is a 21 percent (21%) population increase from the year 2000.

ETHNICITY

Milpitas' population is very diverse and differs significantly from the remainder of California, the nation, and Santa Clara County, as shown in Figure II-4. Asians are the dominant population in Milpitas, accounting for 52 percent (52%) of all residents. Asians represent 26 percent (26%) of the population in the County, 11 percent (11%) in California, and only 4 percent (4%) of the U.S. population. Caucasians represent the bulk of the population in the County, California, and the U.S., 44, 75 and 60 percent (44%, 75%, 60%) respectively; while in Milpitas, Caucasians are a minority representing less than a quarter of the population. Milpitas' Hispanic population of 17 percent (17%) is significantly lower than the statewide proportion of 32 percent (32%).

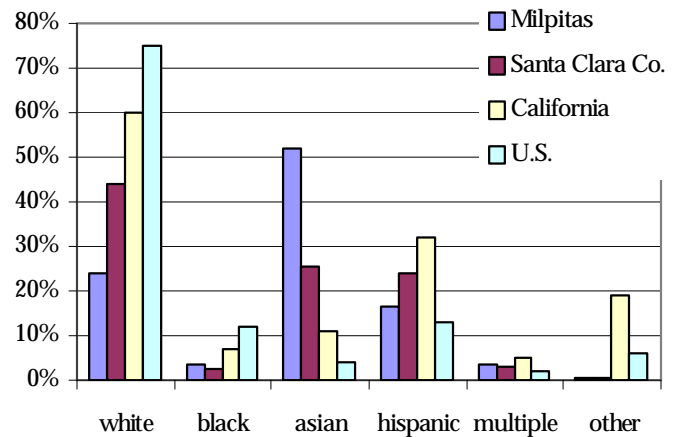


Figure II-4
Ethnic/Racial Distribution

SOURCE: 2000 U.S. Census

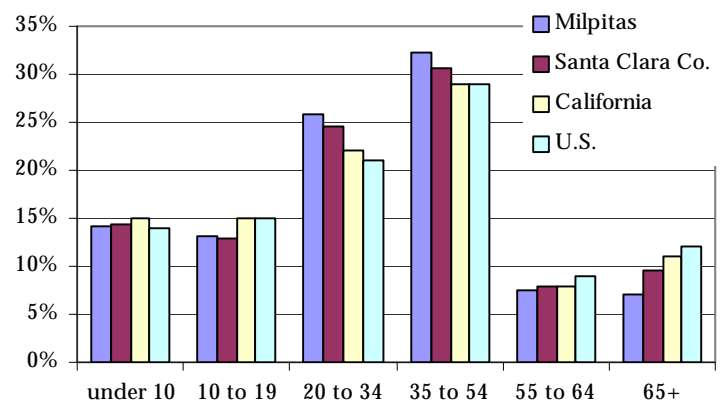


Figure II-5
Age Distribution

SOURCE: 2000 U.S. Census

AGE

As illustrated in Figure II-5, the age of Milpitas' population is similar to that of the County, California, and the United States. The majority of Milpitas' population, 58 percent (58%), is between the ages of 20 and 54. Similarly, 56 percent (56%) of the County's population, and 51 and 50 percent (51%, 50%) of California's and the United States' population is between the ages of 20 and 54. The most notable difference between the age of Milpitas' residents and those of the State and the nation is the percentage of seniors. Seven

percent (7%) of Milpitas' population is seniors, compared to 11 percent (11%) in California and 12 percent (12%) in the United States. The County's senior population is similar to Milpitas' at 8 percent (8%). Milpitas and the County also have smaller percentages of youth residents. Youth, ages 19 and under, account for 27 percent (27%) of the population in Milpitas and Santa Clara County, 30 percent (30%) in California and 29 percent (29%) in the United States.

HOUSEHOLDS

Milpitas has significantly more family households than California and the United States. As illustrated in Figure II-6, 82 percent (82%) of Milpitas households are family, compared to 69 and 68 percent (69%, 68%) in California and the nation respectively. Comparing the single populations is more revealing. Only 18 percent (18%) of Milpitas' population lives alone, compared to approximately one-third of the population in California and the United States.

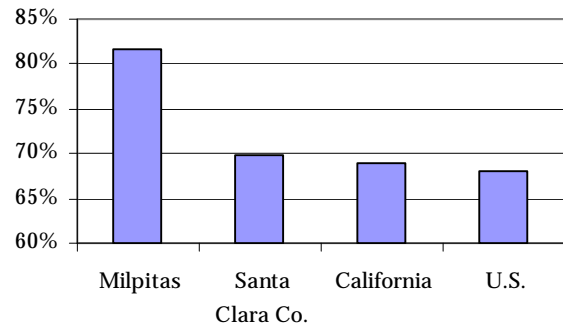


Figure II- 6
Family Households
SOURCE: 2000 U.S. Census

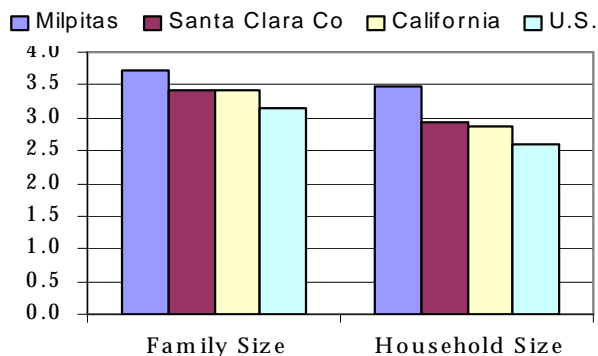


Figure II- 7
Family and Household Size
SOURCE: 2000 U.S. Census

Milpitas not only has more families; they also have larger families as shown in Figure II-7. Milpitas has an average family size of 3.72 and an average household size of 3.47, compared to the County average of 3.41 and 2.92, respectively. In addition, the average size of Milpitas' households is also considerably larger than California and the remainder of the nation.

EDUCATION AND LITERACY

Milpitas' population is relatively well educated. Figure II-8 compares Milpitas' educational level with that of the nation and California. Thirty-five percent (35%) of Milpitas population has some college education, while another 25 percent (25%) of the population has completed a college education. Comparatively, 32 percent (32%) of the United States population has a college degree, and 21 percent (21%) have some college experience. The educational attainment levels for the

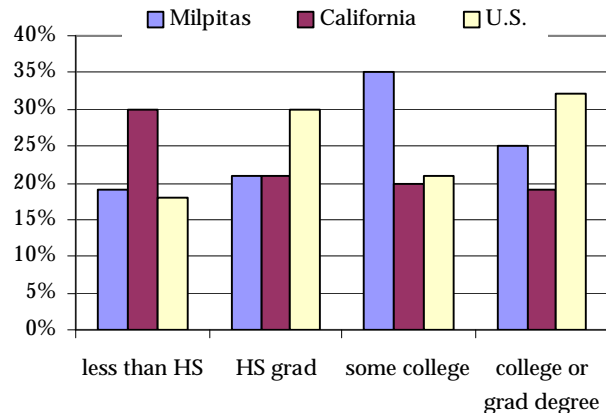


Figure II-8
Educational Attainment

SOURCE: 1990 U.S. Census

State of California are considerably lower than those of Milpitas and the United States. In California, twenty percent (20%) of the population has some college education and 19 percent (19%) have a college degree. In Milpitas, 19 percent (19%) of the population has less than a high school level education, compared to thirty percent (30%) in California and 18 percent (18%) in the United States.

While it is difficult to accurately count the number of adults with reading problems, the National Institute for Literacy (NIFL) relies upon a synthetic estimate of illiteracy in cities developed at Portland State University. Extrapolated from the National Adult Literacy Survey, it is the most comprehensive, statistically reliable source of data on this issue. According to this extrapolation, the Level 1 literacy rate in Milpitas is about the same as for the rest of California and the United States. Level 1 literacy level is the lowest level of reading and writing proficiency. Many Level 1 adults can perform tasks involving simple text and documents, but all have difficulty using some reading, writing and computational skills necessary for functioning in life.

BUSINESS AND EMPLOYMENT

Table II-2 provides a comparison of employment by occupation between Milpitas, Santa Clara County, and California. Manufacturing and Wholesale, which also includes jobs in high-tech, is the largest employment sector in Milpitas.

Occupation	Milpitas	Santa Clara Co.	California
Ag Services, Mining	0.4%	1%	2%
Manufacturing & Wholesale	49%	32%	10%
Retail	13%	14%	20%
Service	24%	36%	34%
Other	14%	17%	31%

Table II-2
Population Distribution by Occupation

SOURCE: 2001 EDD

Forty-nine percent (49%) of Milpitas's population is employed in manufacturing compared to 32 percent (32%) in the County and only 10 percent (10%) in California. ABAG projected the percentage of high-tech jobs within Santa Clara County to be 24 percent (24%) of all manufacturing jobs within the County. Although ABAG did not project the number of high-tech jobs in Milpitas, it is likely a similar percentage of Milpitas' manufacturing jobs are also high-tech. The 2001-2002 Milpitas Chamber of Commerce Directory reports that Milpitas is home to more Fortune 500 companies than any other city in the Bay Area.

II-6 Summary Observations

Milpitas has experienced rapid growth since incorporation in 1954 and the population continues to grow steadily. It is also a very ethnically diverse population, with Asians accounting for over half of the total population. The community's multi-ethnic population is reflected in the Milpitas Unified School District, which has seen dramatic changes in the ethnic make-up of the student body in the past twenty years. Milpitas is also a relatively well-educated community, with the majority of the community having some college experience. In addition, Milpitas schools perform well on standardized test.

Milpitas is also primarily a family community. The majority of residences, 82 percent (82%), are family households, and the average family and household size is considerably larger than surrounding communities, the State, and the nation.

III. MILPITAS LIBRARY

This chapter describes the Milpitas Library, including observations on its operation, and compares it with other libraries.

III-1 Library Overview

The current Milpitas Library opened on March 1, 1982. The 19,500 square foot facility replaced one branch and 2 small storefronts, providing centralized library service in the Town Center, adjacent to both City Hall and the Community Center. The facility is owned by the City of Milpitas.

Milpitas Library	
Size (sq. ft.)	19,500
Staffing (FTE)	34.4
Collection	212,066
Circulation (annual)	1,400,097
Seating*	151
Computers	34

Table III-1

Summary of Library Statistics

**includes 31 Lounge Seats*

The Milpitas Library provides service for a total of 62 hours per week, over seven days. The Library is well used, with over 600,000 visitors last year and an average monthly circulation of over 116,000 items.

III-2 Operational Structure

In 1995, the City of Milpitas, along with the cities of Campbell, Cupertino, Gilroy, Los Altos, Los Altos Hills, Monte Sereno, Morgan Hill, Saratoga, and the County of Santa Clara representing the unincorporated County areas, formed a Joint Powers Authority (Library JPA) to provide library services through the Santa Clara County Free Library District. Following a District-wide advisory vote, a County Service Area was established by the Board of Supervisors and a property assessment was set in the unincorporated areas and the nine library district cities. The assessment replaced part of the revenues lost to the property tax shift instigated by the State in 1993 and 1994 and will sunset in 2005.

The Joint Powers Authority Agreement establishes the Board that governs the Library JPA and exercises the powers of approving budgets and developing policy regarding all aspects of library service. The Library JPA amended the Agreement in 2001, authorizing the Board to establish a Mello-Roos District.

The Santa Clara County Library JPA provides services for the Milpitas Library, with the County Librarian serving as Executive Director. In 2000, the Santa Clara County Library system was recognized by Hennen's American Public Library Ratings Index

as the top Library serving a population of 250,000-499,999, based upon 14 measurements of service.

III-3 Funding

The Library JPA is funded through a number of sources. The largest contributions are from property tax apportioned to the District, the property tax benefit assessment and state and federal grants and allocations. The three major expenditures are for personnel, books and other materials, and services and supplies.

The Library JPA established a minimum service level to be maintained and distributes additional revenues according to a formula that takes into account three elements equally—assessed valuation, population and circulation of materials. Members may fund additional services through contract with the Library JPA. In Fiscal Year 2001-2002, Milpitas was allocated 16.54 percent (16.54%) of the available personnel and materials funds. Table III-2, below, provides information on the revenues and expenditures of the Library JPA.

Revenue Sources	% of Total	Expenditures	% of Total
Property Taxes	54.90%	Personnel	62.90%
Benefit Assessment	22.70%	Books and Materials	13.50%
State/Federal Allocations	12.95%	Services and Supplies	13.10%
Charges for Services	7.40%	Facilities	8.40%
Literacy	1.80%	Fixed Assets	1.60%
Miscellaneous	0.30%	Budgeted Reserve Augment	0.50%

Table III-2
Library JPA Revenues and Expenditure Estimates, 2001-02

III-4 Services And Programs

The Santa Clara County Library's Mission Statement provides a framework for library service:

The Santa Clara County Library is an open forum promoting knowledge, ideas, and cultural enrichment. The library provides free access to informational, educational and recreational materials and services. In response to community needs, the library provides diverse resources on a wide variety of subjects and viewpoints and helps people to use these resources.

BASIC SERVICES

Basic services include those services that are essential for a library to function properly including, but not limited to, collections, reference material and assistance, and programs.

COLLECTIONS

The collections of the entire County Library system are included in the system's online catalog. With the exception of reference books, most materials may be borrowed for three weeks. Users may also reserve materials that are currently in use, and are notified when they become available. Materials can be delivered to any of the member libraries; an inter-library delivery service is provided six days a week.

The collections include books, magazines, audio-visual materials (videos, DVDs, CDs, Talking Books, CD-ROMs), materials in languages other than English, and materials for new readers. The Library's 212,066 items include materials for children, young adults and adults.

REFERENCE

Librarians help users find information (reference) and locate materials of interest to them (readers' advisory). Reference service is provided in person at the Library, by phone and e-mail, with the e-mail turn-around time generally less than 24 hours. Milpitas librarians answer close to 75,000 reference questions annually.

Through the *Q & A Café*, users may dialog online with a reference librarian, who can send informational web pages through the user's browser. This service is designed to answer brief, factual questions, and is available 2:00-9:00 p.m., seven days a week, including most holidays. It is a service available to libraries in the greater Bay Area, in conjunction with the Metropolitan Cooperative Library System of Southern California.

PROGRAMS

Programs of interest to the community are provided for all ages to encourage greater use of the collection. These include a popular Summer Reading program to encourage recreational reading for youth when school is not in session, story times for both toddlers and older children, and cultural, recreational and civic programs for adults. In 2000-2001, over 26,000 people attended the 276 programs offered at the Milpitas Library, of which 204 programs (74%) were for children.

THE LIBRARY AS "PLACE"

The Milpitas Library is valued not only for its materials, services and programs, but as a general community resource. The Library is a distribution point for materials

about community activities and services. Flyers and brochures, as well as give-away newspapers, are available in the Library's lobby and at service desks.

The Library has a Community Room with a capacity to seat 123. When not used for library programs or for the training of literacy tutors, this room may be booked by community groups for meetings and events; 75 groups used the room during the last fiscal year. Although underutilized, students with group study assignments or projects sometimes occupy the room. A part of this room is currently used as storage for books to be sold by the Friends of the Library Group.

The Milpitas Library is a designated SAFE PLACE; one of a network in the community that can provide temporary refuge for youngsters who feel threatened in any way, such as an abusive situation at home or at school. Library staff has been trained to respond and notify the social service agency that runs the program.

TECHNOLOGY

Consistent with its location in the Silicon Valley, the Library has strengthened its services through technology:

- The Library's Homepage offers remote access to the online catalog in three ways: web catalog, Telnet and Dial-in, which provides access to users without their own Internet service provider.
- Public computers in the Library provide access to the online catalog, electronic databases and the Internet.
- Electronic resources expand the information accessible to users and currently include newspapers and magazines, magazines in Spanish, encyclopedias, and specialized resources on biography, business, animals, associations, science, literature and poetry, health, and statistics.
- Library materials may be requested or renewed electronically.
- Patrons may be notified regarding the availability of books requested by e-mail.
- Users may make suggestions for purchase online.
- Users may request "Personalized Reading Picks" online and receive a list of five to ten titles selected based upon a reading interest profile.

- The Library provides links specifically geared to age-level populations. Kids on the Web links children to sites of interest and those most useful for homework assignments. Teen Services provides links to sites for teens. Adult Reference Web Sites helps organize sites by subject and provides links to tutorials. Search the Web provides links to search tools. Children's computers are installed with a commercial filter to block sites that are sexually explicit.

SPECIALIZED SERVICES

Specialized services are provided to meet the special needs of particular segments of the community. These include bookmobile, outreach services, and literacy services.

BOOKMOBILE

The Santa Clara County Library's bookmobile provides service to more remote areas of the City and to populations unable to visit the Library easily, such as children in daycare. The City of Milpitas has nine bi-weekly bookmobile stops.

LITERACY

The main office of the County Library's adult literacy program, Vision Literacy, is located at the Milpitas Library. Literacy services provided in Milpitas include: one-to-one tutoring for those aged 16+ who desire to improve their basic reading and writing skills; FamTrack, the Library's family literacy service, which encourages and trains adult literacy students to read to their children and provides monthly family programs to instill the joy of reading; and service to adults incarcerated in the local Elmwood Correctional Facility or in transition from jail to rehabilitation. Twenty-two literacy volunteers work in the Milpitas Library.

SPECIAL OUTREACH SERVICE (SOS)

The SOS service is available to those unable to come to the Library due to age, frailty or disability. The Milpitas Library currently serves three homebound residents. Library staff selects and delivers materials. As this program grows, volunteers will be trained to provide this service.

SERVICE TO THE VISUALLY AND HEARING IMPAIRED

The Library provides a number of materials and services for patrons with vision or hearing impairments. Patrons may borrow books in large type, books in audio cassette or compact disk formats, and videos and DVDs with closed captioning. The Library provides a computer for visually impaired patrons to access the online catalog and other electronic resources. The Santa Clara County Library maintains a Telecommunications Device for the Deaf (TDD) for hearing impaired users to request information or assistance.

LIBRARY SERVICES TO NON-ENGLISH SPEAKING USERS

The Milpitas Library itself and other libraries through the Santa Clara County Library provide a substantial collection of materials in languages other than English, in response to the diversity in the community. The adult language collections are used more heavily than the children's. In the Milpitas Library, the largest non-English collections for adults are East Indian dialects, Tagalog, Vietnamese, Spanish and Chinese. The children's collection has larger collections of Spanish, Chinese and Vietnamese.

The Informe database provides access to full-text magazine articles in Spanish. To assist Chinese-speaking patrons, the Library posts a list of new purchases in Chinese, in vernacular script.

III-5 Evaluation Of The Milpitas Library

There are no nationally accepted standards against which to measure library service or facilities. Many factors affect the library resources needed by a community, including its rural/suburban/urban location, the economic profile of the area, the diversity in age/languages/cultures, the educational attainment of residents, and the availability of other government information resources.

There are, however, three methodologies that can help describe services and facilities and together provide a picture and a preliminary evaluation of libraries:

- Observation of the operation of the library
- Comparison with similar communities
- Comparison of existing facility and services to the needs expressed by the community

The observations and comparisons follow below; the exploration of community needs will follow in Chapter V.

OBSERVATIONS OF LIBRARY OPERATION

The observations concerning the Library's operation are based on visits at different hours on both weekdays and weekends.

SERVICES

The Milpitas Library provides a full range of services. Generally, both professional and clerical staff are available, informed and helpful to users.

EXTERNAL CONSIDERATIONS

Patrons returning library materials through the exterior Book Return slot must park and walk to the building. There is no drive-by book drop to facilitate the return of library materials, a particularly useful feature during inclement weather or when children are in tow. In addition, parking is insufficient; often patrons' use privately owned adjacent parking lots when visiting the Library.

INTERNAL TRAFFIC FLOW

This library is well used. During open hours, and especially on weekends and in the hours after school, it is teeming with users. It is sometimes difficult to move between bookshelves or from one part of the library to another just because of the number of users. The population of Milpitas has increased dramatically, 24 percent (24%) since 1990. Many of the patrons using the Milpitas Library also come from surrounding communities. During the first six months of fiscal year 2001-2002, more than 355,000 library materials were borrowed by residents in San Jose or Alameda County, primarily Fremont. This represents more than 44 percent (44%) of the total circulation.

Shelving units and computers added, since the Library was opened in 1982, have reduced the space for users to circulate and diminished the original sense of openness.

The Library circulates many materials. The busy circulation desk has a queue that overflows into the main traffic paths, causing crowding and noise at the entry. Two self-check machines expedite the checkout process to some extent, allowing patrons to check out materials independently.

The entry, which could serve as a transitional space between the outdoors and the more controlled library space, instead creates a noisy environment. The one respite from this is the seating along the windows, which provide both natural light and a pleasant view of the surrounding landscaping.

SEATING

There are 140 seats for users in the Library, including table seating, lounge seats and study carrels. They are consistently occupied, with users standing nearby waiting for a seat to become available. A visitor to the Library cannot count on finding a seat to read, review a reference source or do his or her own work.

There is very little space for quiet study. With the heavy traffic in the reading areas of the Library and the high open ceilings, the noise level throughout the Library is high. The enclosed room designated for Local History has been equipped with tables and carrels seating 18, and provides the only quiet space. This is quickly filled during peak use hours.

Although it is important to encourage children to discover the joy of reading for a lifetime, there is little space for children to explore books or to sit and read. Story times must be held in the Community Room, which is removed from the books.

COMPUTERS

The Milpitas Library was built before the introduction of computer technology and the advent of electronic information resources. Computers were placed according to the availability of space and electrical and data outlets, in areas originally designed for traffic flow or open space.

The computers are heavily used, with a waiting line. More computers are essential to meet the needs of patrons to access to the online catalog, to use electronic databases for reference and research, to access the internet, to check e-mail, to do word-processing, as well as to use the computers for games or recreation.

It is difficult to provide computer training, given the arrangement of computers and the lack of a semi-quiet space.

SHELVING

The Milpitas Library was built to hold 100,000 items. The current collection size is over 212,000. Additional shelves have been placed in shelving sections to increase capacity. As a result, many books are on their sides and more difficult to view and access. Materials are temporarily housed on book trucks, when shelving is full. These are not out-dated books, as the collection is weeded consistently for condition and currency.

STAFF WORKROOM

The staff workroom is very crowded. The staff has increased since the Library was opened and the Vision Literacy Program added. A small break room inconveniently divides the workroom. There is no staff restroom and no space to accommodate the inter-library exchange of books.

III-6 Comparative Analysis

The operations, programs, and services of nine libraries were compared to the Milpitas Library. Data for Fiscal Year (FY) 2000-01 was obtained through a written survey. All surveyed libraries were in California and were either neighboring libraries, libraries that shared the same regional area and economy, libraries within the same system as Milpitas, large independent libraries, and from libraries that were part of a larger public library system. Appendix F provides a detailed matrix on the comparative data received from the following libraries:

- ✓ Cerritos
- ✓ Cupertino, Santa Clara County Library System, Community Library
- ✓ Fremont, Alameda County Library System, Regional Branch
- ✓ Mountain View
- ✓ Palo Alto
- ✓ Pleasanton
- ✓ Santa Clara
- ✓ Santa Teresa, San Jose Public Library System, Neighborhood Library
- ✓ Sunnyvale

LIBRARY SIZE

The Milpitas Library has 19,500 square feet, and serves a population of 65,404, which includes the City of Milpitas and individuals living in surrounding communities. Figure III-1 compares Milpitas Library's square footage per capita with comparable library systems. At 0.3 square feet per capita, Milpitas is 46 percent (46%) below the benchmark average of 0.55 square feet per capita. Santa Teresa has the lowest square footage per capita with 0.27,

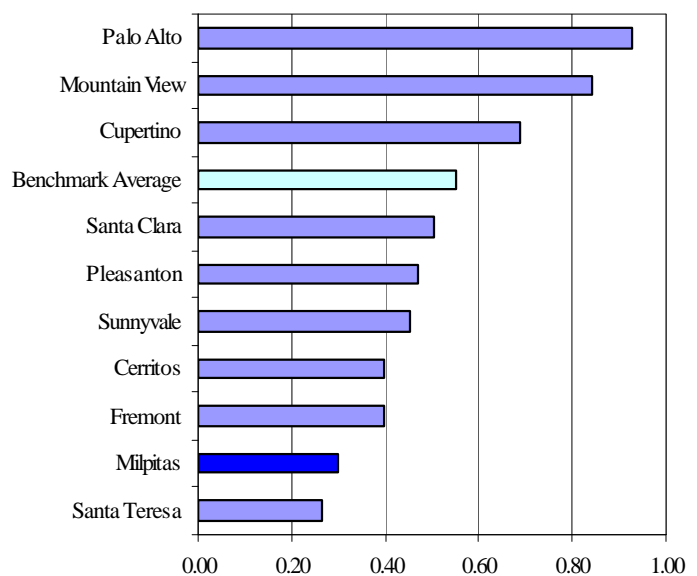


Figure III-1

Square Footage per Capita

while Palo Alto is the largest at 0.93 square feet per capita.

Although Milpitas serves a population of 65,404, the number of users is significantly higher as the service population figure does not include individuals within a different library's service population.

STAFFING

The Milpitas Library's staffing level is also below average. Figure III-2 compares professional librarian FTE and other FTE, per 1000 residents, at the Milpitas Library with similar libraries. Milpitas has a total staff of 34.4, 9.7 of which are professional librarians, and the remaining 24.7 are support staff. Milpitas is 29 percent (29%) below the benchmark average for librarian FTE and 6 percent (6%) below average in support staff.

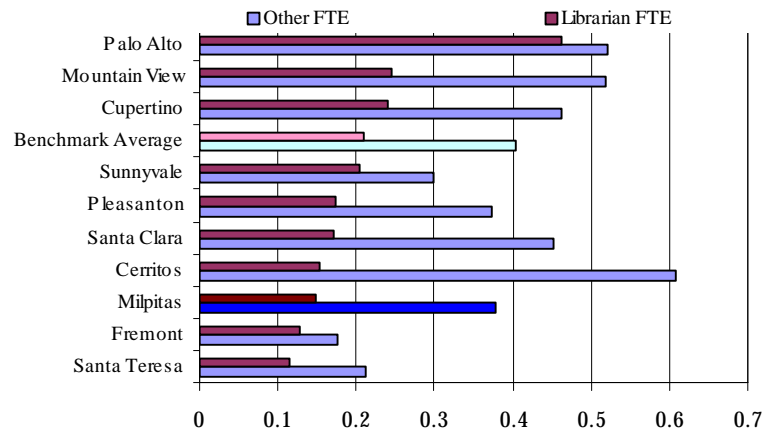


Figure III-2
Staffing per 1000 Residents

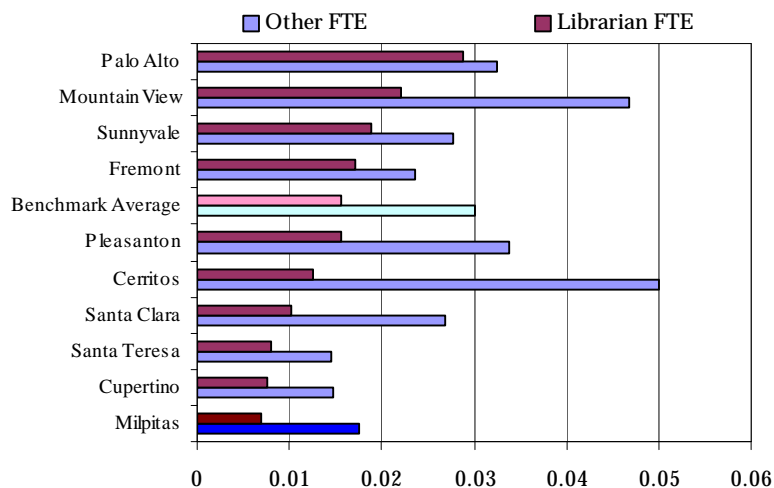


Figure III-3
Staffing per 1000 Items Circulated

An additional measure to evaluate staffing is in terms of items circulated, as shown in Figure III-3. Milpitas is 56 percent (56%) below the benchmark average in librarian staffing per 1000 items circulated. Milpitas is also below average in support staff per items circulated, by 41 percent (41%).

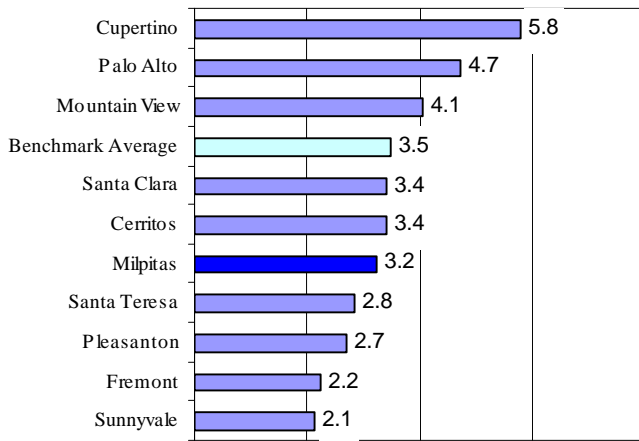


Figure III-4
Collection per Capita

Milpitas's books and reference holdings per capita are slightly below the benchmark average, as shown in Figure III-5. Milpitas has 2.65 books and reference holdings per capita, which is 15 percent (15%) below the benchmark average of 3.1 per capita. Books and reference materials account for 82 percent (82%) of Milpitas Library's total collection, compared to 94 percent (94%) at the benchmark libraries.

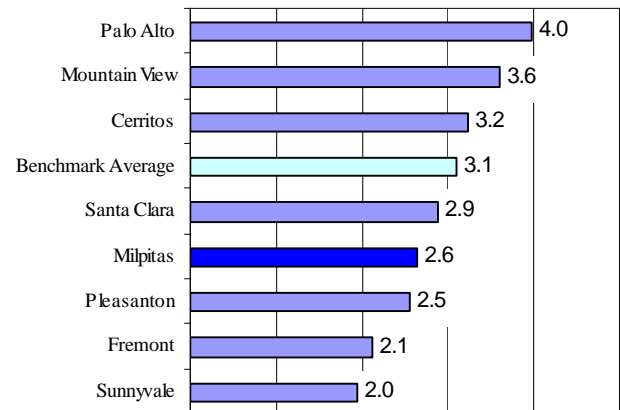


Figure III-5
Books & Reference Collection per Capita

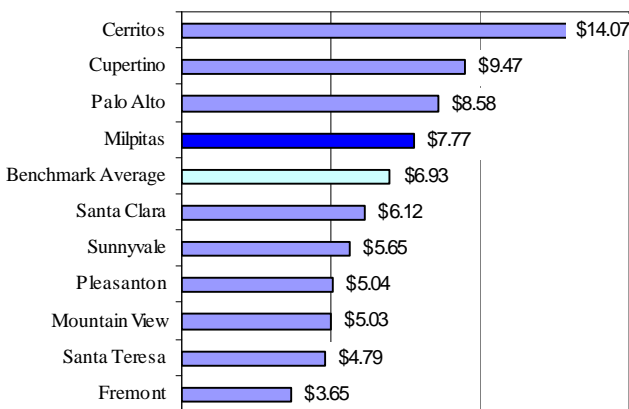


Figure III-6
Materials Expenditures per Capita

COLLECTION

Milpitas Library's collection of materials, which includes books, reference materials, audio and visual, and periodicals, is slightly below average as illustrated in Figure III-4. Milpitas has a total collection of 212,066, or 3.24 items per capita. The benchmark average is 3.48 items per capita, 7 percent (7%) more than Milpitas. Comparing only the books and reference collection with similar libraries provides an additional measure to assess collections.

Although, the Milpitas Library has slightly below average holdings per capita, expenditures for materials per capita exceeds the benchmark average as shown in Figure III-6. At the Milpitas Library, \$7.77 was expended on materials per capita for FY 2001 compared to the benchmark average of \$6.93, a 12 percent (12%) difference. The Cerritos

Library had materials expenditures of \$14.07 per capita, 81 percent (81%) greater expenditures than for the Milpitas Library. Funding allocations established by the JPA establish the materials expenditures for the Milpitas Library.

CIRCULATION

The Milpitas Library has one of the highest rates of circulation per capita as displayed in Figure III-7. Milpitas has a rate of circulation per capita of 21.4, 47 percent (47%) above the benchmark average of 14.6. Cupertino has a rate of circulation of 31.5. Excluding Cupertino from the benchmark average lowers the average rate of circulation to 12.5, or 42 percent (42%) below the Milpitas Library's rate.

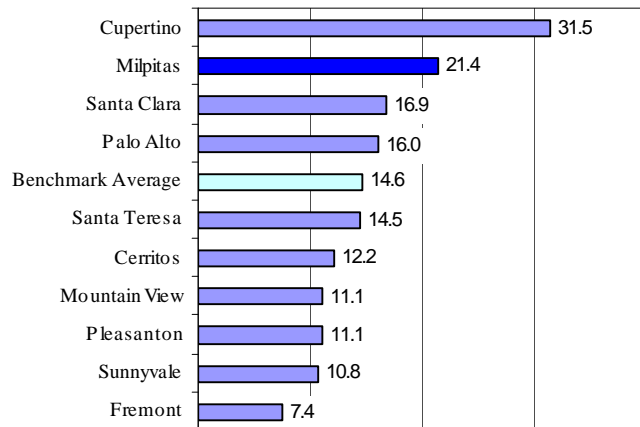


Figure III-7
Circulation per Capita

Another way of looking at circulation is portrayed in Figure III-8. Milpitas has a circulation rate of 71.8 per building square footage compared to 28.9 at benchmark libraries, a 148 percent (148%) difference. Milpitas' circulation per library square footage was the highest of all libraries benchmarked. Santa Teresa, the highest benchmark, has a rate of 54.4, 24 percent (24%) below Milpitas.

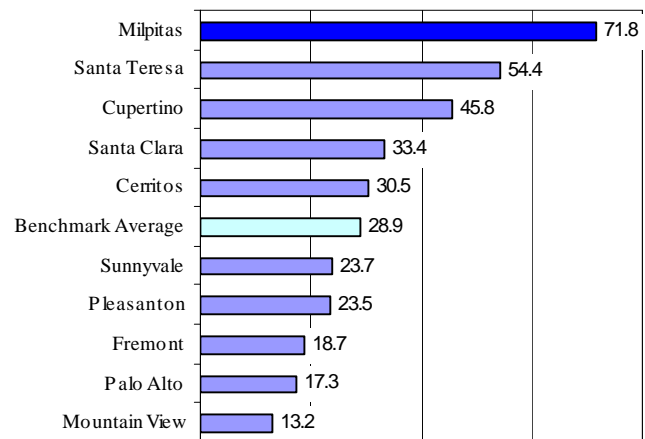
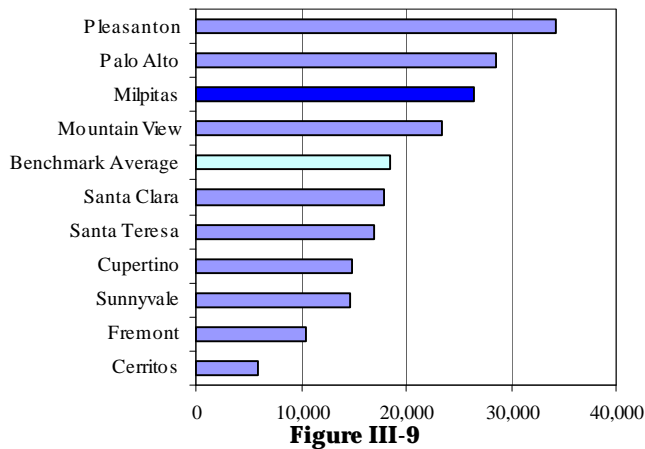
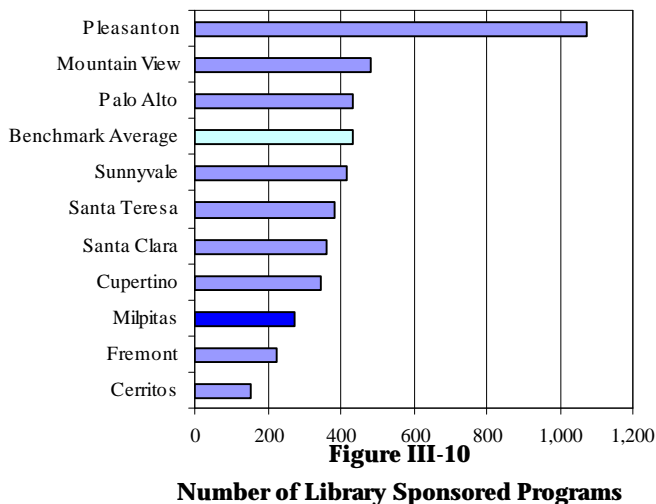


Figure III-8
Circulation per Building Square Footage

SPECIAL PROGRAMS & ATTENDANCE



Besides a high circulation rate, the Milpitas Library also has a high usage rate. Figure III-9 compares the Milpitas Library's program attendance with comparable agencies. Milpitas had 26,560 program attendees in 2001, 43 percent (43%) more attendees than at similar libraries.



In 2001, the Milpitas Library sponsored fewer programs than all but two benchmark libraries, as shown in figure III-10. Milpitas sponsored 276 programs of which 72 percent (72%) were for pre-school age children. Comparable libraries averaged 431 programs of which 47 percent (47%) of those were for preschool children. The Pleasanton Library sponsored 1,075 programs, 289 percent (289%) more programs than the

Milpitas Library. Of those 1,075 programs 18 percent (18%), were for preschool children.

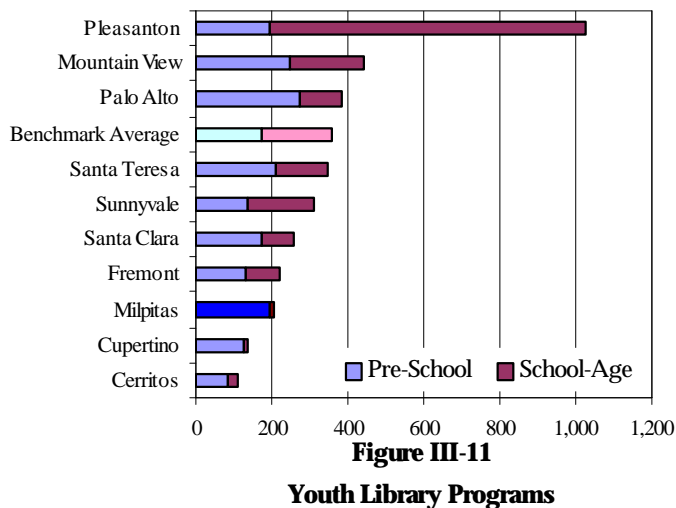


Figure III-11 compares library-sponsored youth programs. Programs include story times, summer reading clubs, and book groups. The Milpitas Library offered 202 programs for youth, of which 6 were for school-age children including teens, and the remaining 196 were for preschool age children. On average,

benchmark libraries offered 359 youth programs, 44 percent (44%) more than Milpitas. Milpitas offers the fewest school age programs of all libraries evaluated. The benchmark average is 184 programs, 97 percent (97%) more programs offered than at Milpitas. The Milpitas Library does not offer teen specific programming due to lack of attendance.

The significantly fewer programs for youth offered by the Milpitas Library directly correlates to the lower total program attendance. Milpitas attendance per program is compared with similar agencies in Figure III-12. Milpitas' preschool-age program attendance is at the benchmark level, with 51 attendees per program. However, the attendance for school-age programs is considerably above average.

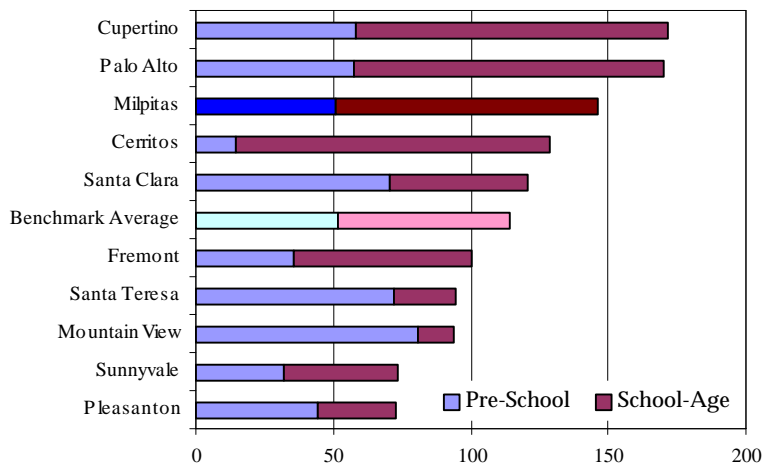


Figure III-12
Youth Library Program Attendance per Program

Milpitas had 711 sign-ups for the 2001 Summer Reading Program, which had 6 school-age events. A total of 570 youth attended the events with an average attendance of 95 per event. Benchmark libraries averaged 38 attendees per program, which is a 53 percent (53%) difference. Milpitas offers a weekly family story-time geared for children up to 8 years of age, which is classified by the County as a pre-school program, which can account for the high percentage of pre-school programs.

III-7 Summary Observations

Based upon the evaluation and comparative analysis of Milpitas Library's facility, services, and usage, we note the following findings:

- The existing Library facility is undersized. The Library was constructed to hold a collection of 100,000 but now houses 212,066 items. The building square footage per capita is considerably below the benchmark average of comparable libraries.
- The Library is difficult to navigate, crowded, and noisy, particularly during times of peak use.

- Access to computers, chairs, study areas, and quiet space is deficient. Patrons often wait for a computer or a chair to become available.
- Despite crowded conditions, the Milpitas Library is heavily used and has an exceptionally high circulation rate.
- The Milpitas Library is understaffed given the high rate of circulation.
- Milpitas' total collection per capita is similar to the benchmark libraries, with 82 percent (82%) of the total collection in books and reference materials compared to 94 percent (94%) at comparable libraries.
- The Milpitas Library offers fewer youth programs, but has larger per program attendance than similar libraries.

IV. COMMUNITY & LIBRARY SURVEYS

This chapter summarizes the results from surveys conducted by telephone, written in the Library, and online.

IV-1 Community Telephone Survey

The community telephone survey was intended to solicit opinions of Milpitas adult population, measure attitudes toward library services, and provide demographic breakdowns. The Rose Institute of State and Local Governments at Claremont McKenna College administered the survey in December 2001. The survey instrument was conducted randomly by telephone to Milpitas residents. A copy of the final approved survey is provided in Appendix C along with complete results of the survey.

METHODOLOGY

UNISTAT, a direct database provider for governmental markets, provided the Rose Institute with a stratified random sample of Milpitas residents. Relying on the most current census data available, as well as information provided by Western Economic Research (WER), the Rose Institute insured demographics matched the most recent statistics. The survey sample was randomly stratified by race, ethnicity, age, income, gender, and population. The survey was administered in English, Spanish, Vietnamese, Cantonese, and Korean to maintain sampling integrity and in order to address the diversity of the community. The margin of error was ± 5 percent ($\pm 5\%$) with a 95 percent (95%) confidence level, and a sample size of 300. In other words, the results of the survey are 95 percent (95%) certain within the plus or minus 5 percent (5%).

RESPONDENTS

Milpitas has an ethnically diverse population, and this diversity is reflected in the survey respondents as shown in Figure IV-1. The

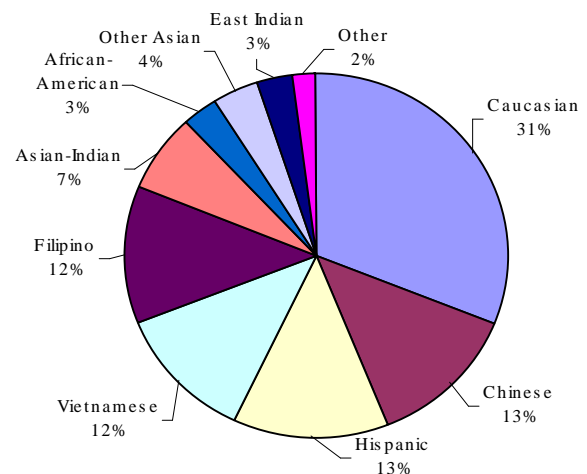


Figure IV-1
Ethnicity

Question #24, Appendix C

majority of respondents, 48 percent (48%), were Asian, which includes Chinese (13%), Vietnamese (12%), Filipino (12%), Asian Indian (7%), and Other Asian (4%). Caucasians represented 31 percent (31%) of the respondents and Hispanics represented an additional 13 percent (13%).

Figure IV-2 illustrates the primary languages spoken in the home by survey respondents. The majority, 80 percent (80%), speaks English. Other primary languages spoken in the home include Vietnamese, Spanish, Mandarin, and Filipino, which together account for an additional 39 percent (39%). Indicating that more than one language was spoken in the home.

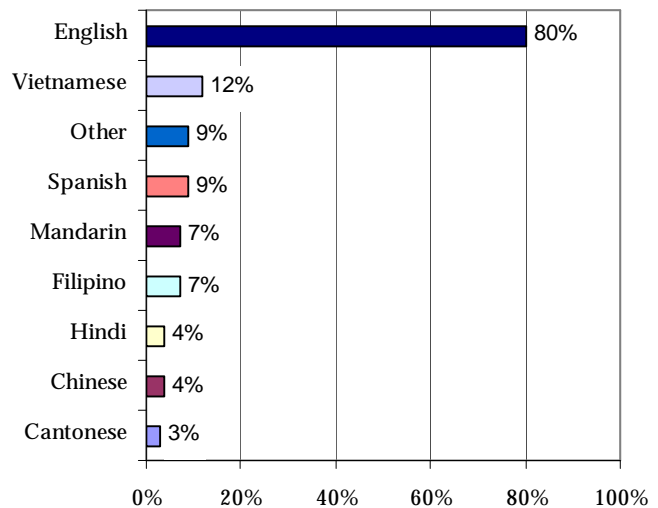


Figure IV-2
Languages Spoken
Question #25, Appendix C

Respondent age is also diverse as shown in Figure IV-3. The survey targeted the adult population with 88 percent (88%) of the respondents 31 years of age and older. The majority of respondents were between the ages of 31 and 60. The largest representation came from individuals between the ages of 31 and 40, accounting for

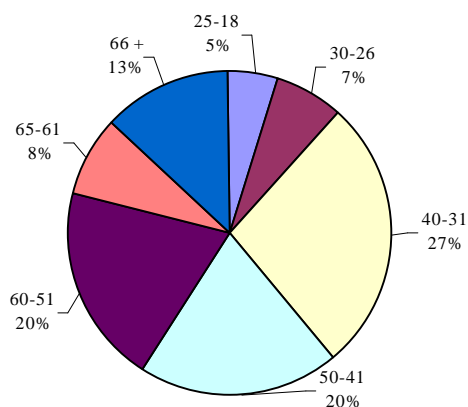


Figure IV-3
Age
Question #23, Appendix C

27 percent (27%) of the respondents. Individuals aged 30 and younger account for 12 percent (12%) of the respondents. This age group is difficult to sample, which is reflected in the low response rate. Often these individuals are away at college or school and are not available for the survey. Consequently, despite over-sampling of this demographic, the response rate was still relatively low. The age distribution of the survey respondents is similar to the age distribution in Milpitas, as discussed in

Chapter II.

The survey respondents are well educated, as illustrated in Figure IV-4. The majority of respondents, 74 percent (74%), have had college experience with one-third of all respondents having a college degree. In addition, 21 percent (21%) have or are attending graduate school. Respondents with less than a high school degree account for 6 percent (6%) of the respondents, compared to 19 percent (19%) of Milpitas' population that has less than a high school degree.

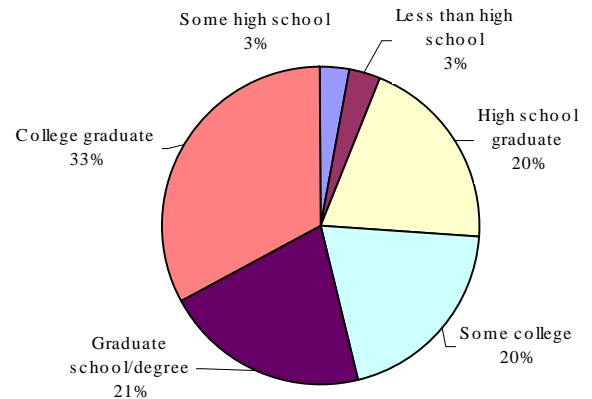


Figure IV-4
Education Level
Question #20, Appendix C

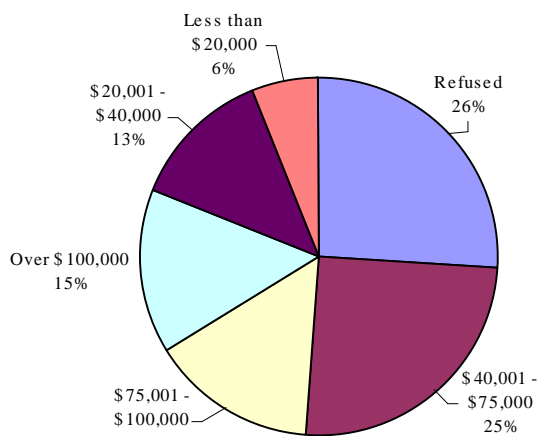


Figure IV-5
Household Income
Question #27, Appendix C

Household income is more diverse than the educational attainment levels of respondents, as shown in Figure IV-5. Income levels are sensitive to many individuals, consequently 26 percent (26%) of respondents refused to divulge their household income. Respondents with less than \$40,000 income represent 19 percent (19%) of respondents, while households with an income of over \$100,000 represent 15 percent (15%) of respondents. The majority of respondents that provided household income levels fall between the \$40,000 and \$75,000 income bracket.

LIBRARY USE

The Milpitas Library is a heavily used library. Figure IV-6 illustrates how survey respondents use the Library. Forty-three percent (43%) of respondents use the Library at least once a month, and 20 percent (20%) use the Library weekly. Twenty nine percent (29%) of respondents indicated they did not have a Santa Clara County Library card, which correlates closely to

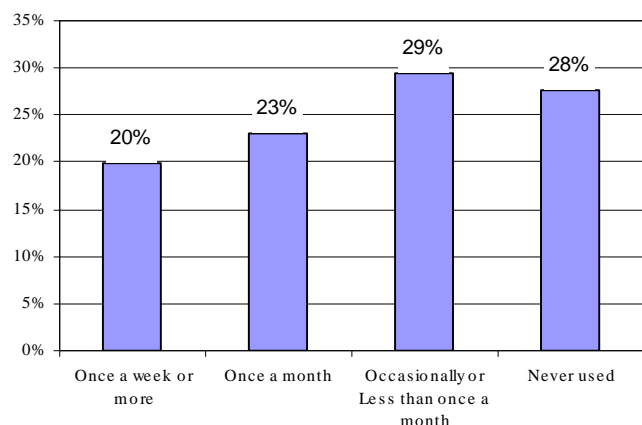
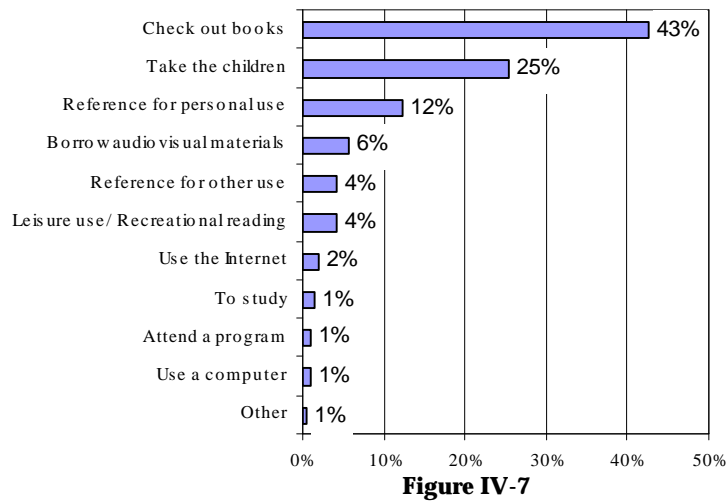


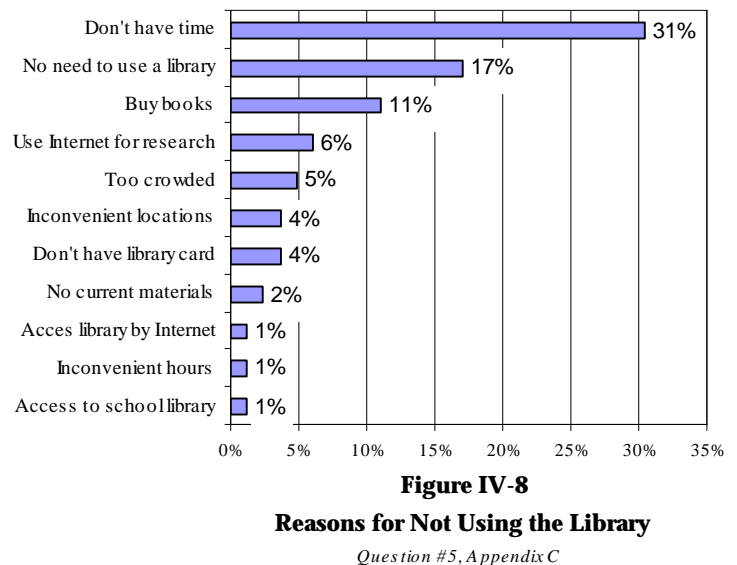
Figure IV-6
Library Use
Question #4, Appendix C

the 28 percent (28%) of respondents that have never used the Milpitas Library, and with the 20 percent (20%) that indicated they use libraries outside of Milpitas.



Despite a below average collection of books, as highlighted in Chapter III, the primary reason survey respondents' use the Library is to check out books as illustrated in Figure IV-7. Other primary reasons for visiting the Library include taking children (25%) and borrowing music and videos, including DVDs (6%).

Figure IV-8 provides the main reasons respondents gave for not using the Milpitas Library. The majority of respondents, 31 percent (31%), indicated that they do not visit the Library because they don't have time. An additional 17 percent (17%) indicated they do not have a need to visit the Library. Respondents also indicated that they buy books or use the Internet for information needs. Five percent (5%) of respondents indicated they do not use the Library because it is too crowded.



LIBRARY ASSESSMENT

Respondents were asked whether they agreed, strongly agreed, disagreed, or strongly disagreed with a number of statements regarding Library operations and facilities. As indicated in Figure IV-9, respondents are well satisfied with the

Library, its location, and operating hours. However, 65 percent (65%) of respondents indicated that additional hours are needed on Fridays and during the weekends. Seventy-six percent (76%) of respondents indicated that the Library

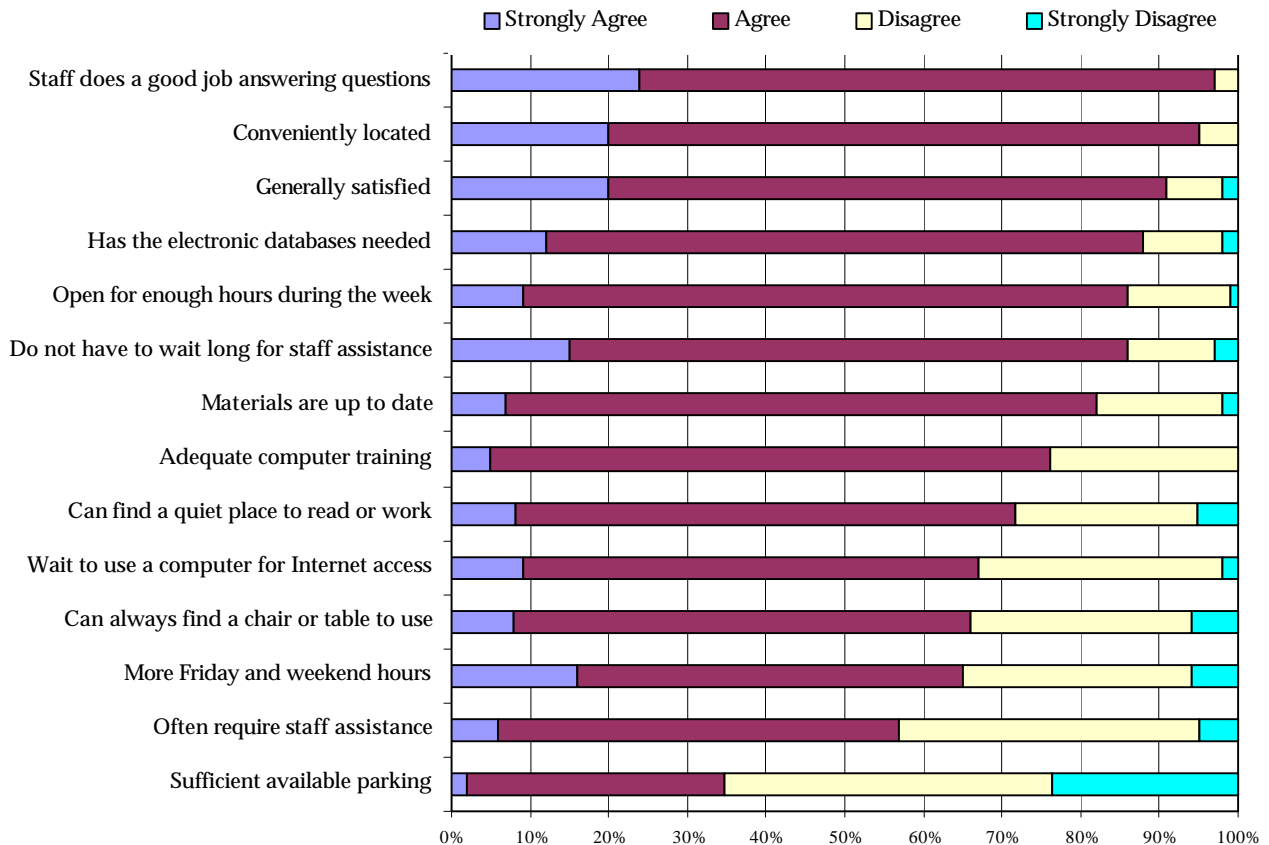


Figure IV-9

Respondent Agreement with Library Operations and Facility

Question # 8-1 to 8-14, Appendix C

provides adequate computer training, although, the majority of respondents, 67 percent (67%), indicate that they have to wait to use computers to access the Internet. Conversely, 66 percent (66%) of respondents indicated that they could always find a chair or table to use or a quiet place to read and work. Respondents also generally agreed that the Library carries sufficient electronic databases and that the materials are up-to-date. Parking was the single largest issue for respondents; 66 percent (66%) of respondents indicated that there is insufficient parking available at the Library.

Respondents also indicated they are generally satisfied with Library staff. A slightly smaller majority, 86 percent (86%), indicated that they do not have to wait long for staff assistance. A large percentage of Library patrons are regular visitors, as previously shown in Figure IV-6. The need for staff assistance decreases as familiarity with the Library increases. This is evident in the almost 50/50 split on

the need for staff assistance: 57 percent (57%) of respondents indicated they often require staff assistance, while the remaining 43 percent (43%) do not.

Respondents are generally satisfied with the Milpitas Library's materials and programs as shown in Figure IV-10 (below). Overall, satisfaction with print materials, books and magazines, is higher than with the collection of music and videos. Respondents indicated greatest satisfaction with children's materials, followed by teen materials, and then adult. Print and electronic reference resources are also generally satisfying. The greatest dissatisfaction with Library materials was the non-English language materials; 35 percent (35%) of respondents indicated that they are dissatisfied with this collection. Respondents indicate they are also highly satisfied with special programs offered by the Library. Respondents are most satisfied with teen programming, 94 percent (94%). Children and adult programming are also well regarded; senior programming is a distant fourth with

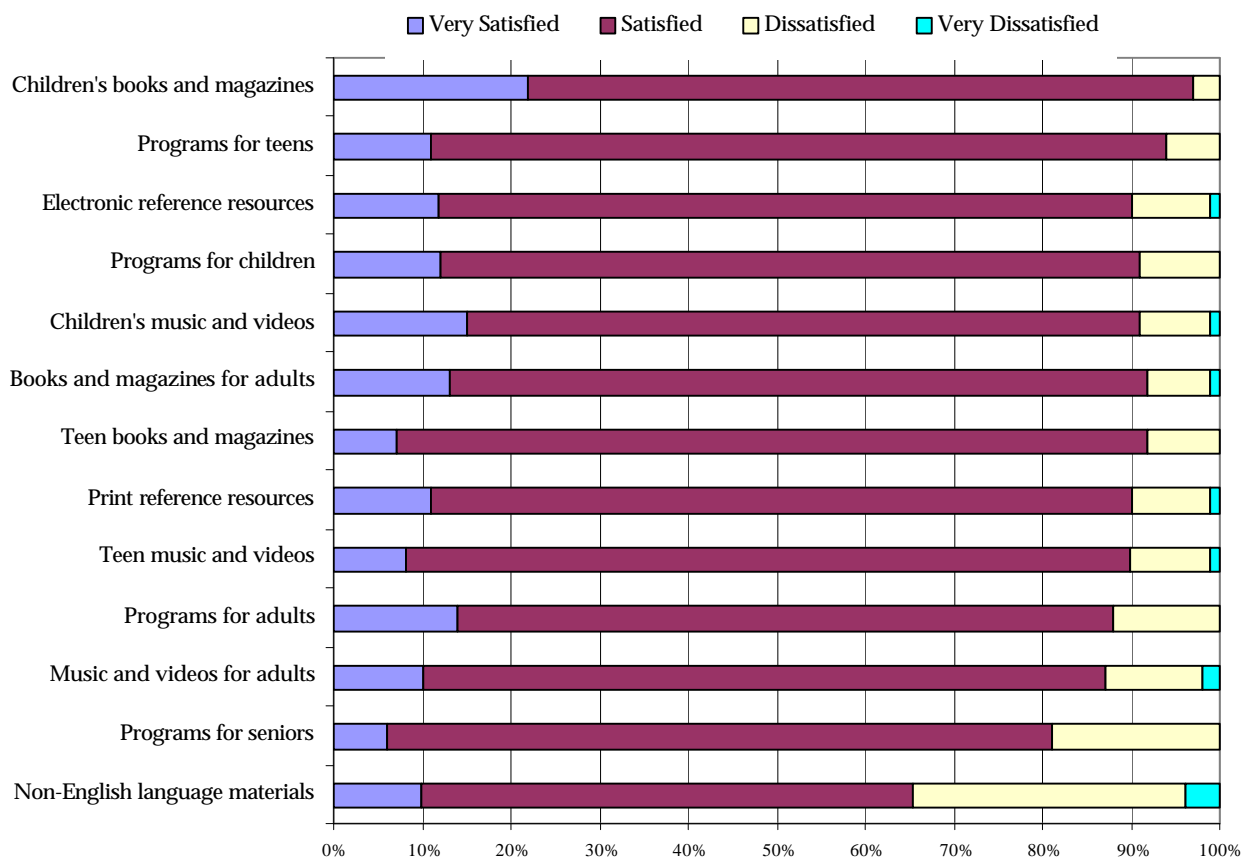


Figure IV-10

Respondent Satisfaction with Library Materials and Programs

Question # 9-1 to 9-13, Appendix C

81 percent (81%) of respondents indicating they are satisfied with the programming available for seniors. Although, the Milpitas Library does not offer teen or senior programming, there is a belief that they are well served by the Library.

On a series of 13 questions regarding what services are important for a library to provide, the majority of respondents indicated that it is important for the Library to provide all 13 types of services, as shown in Figure IV-11 (below). The largest majority of respondents, 97 percent (97%), indicated that it is important for a library to provide general information, and to help people find, evaluate, and use information. Other primary services respondents indicated are providing information on community events and organizations, popular culture and recreation resources, and learning support for students. Providing genealogy services and a place for children to stay after school were the services respondents felt were least important for a library to provide.

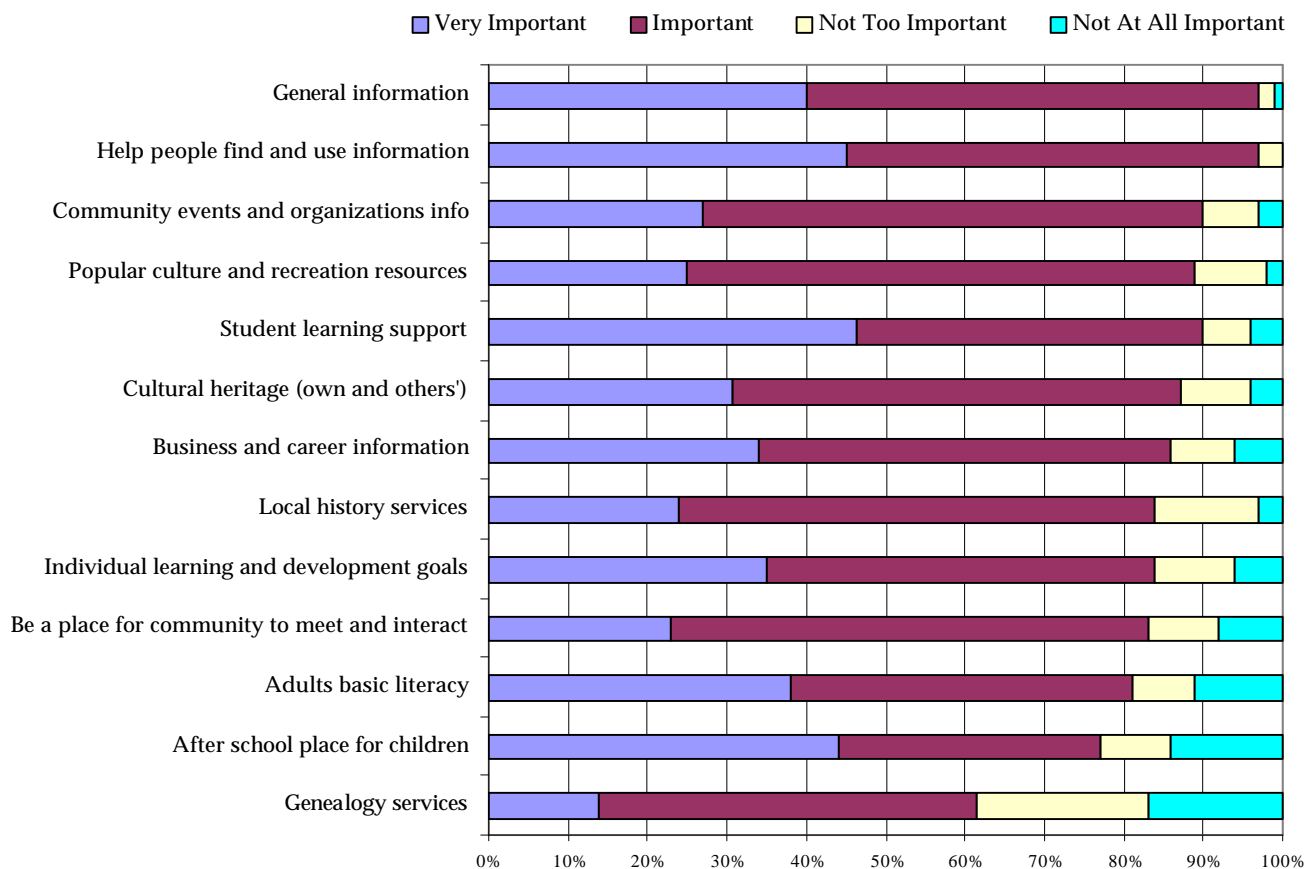


Figure IV-11

Services that are Important that Libraries Provide

Question #11-1 to 11-13, Appendix C

ARTS

As Milpitas evolves, cultural and performing arts are gaining interest from resident groups and the City. During the Rose Institute survey of December 2001, respondents were asked what arts-related events they had attended throughout the year. As shown in Figure IV-12, the majority of respondents indicated they most frequently attended movies. Less than a quarter of respondents had toured an art exhibit, and only 14 percent (14%) had attended a play. Despite relatively low attendance for arts events, 72 percent (72%) of respondents indicated they would prefer to attend more programs and events.

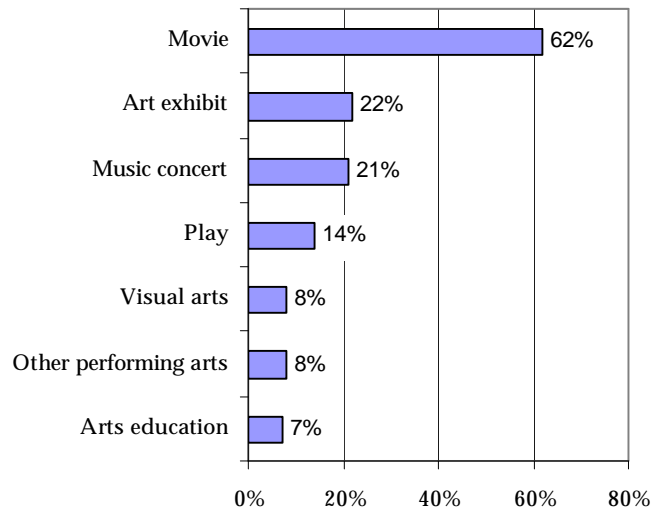


Figure IV-12

Arts Events Attended

Question #15, Appendix C

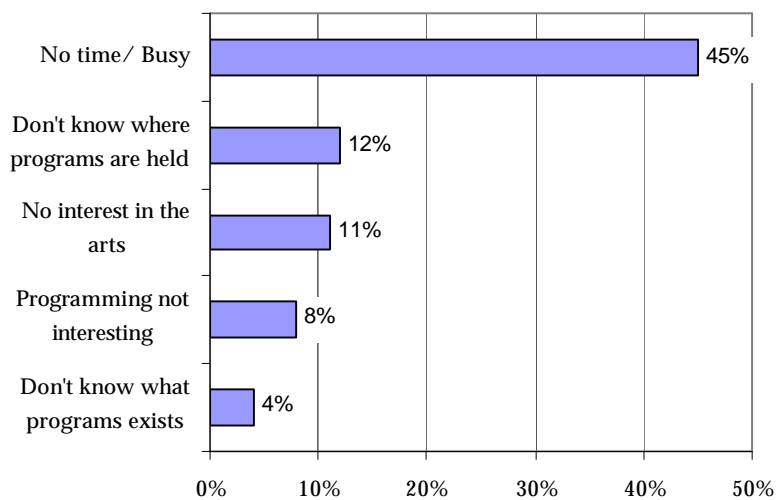


Figure IV-13

Reasons For Not Attending More Arts Events

Question #17, Appendix C

As illustrated in Figure IV-13, respondents indicated they would like to attend more arts related events, but they just don't have the time. Aside from a lack of time, 16 percent (16%) of respondents don't know where they can find the events or what programming is available. A slightly larger percentage of respondents (19%) indicated that they either have no interest in the arts or that the available programming is not interesting.

A lack of knowledge about the programming or where events take place was one of the main reasons respondents didn't attend arts events. Figure IV-14 reveals sources used to obtain information on the arts. Newspapers are one of the most common methods of obtaining information on local events, as is the case in Milpitas. Accessing the City or Library's website is another primary method respondents used to obtain information on the arts. Printed arts bulletins and calendars, as well as the arts hotline account for less than 10 percent (10%) of respondents seeking info on the arts.

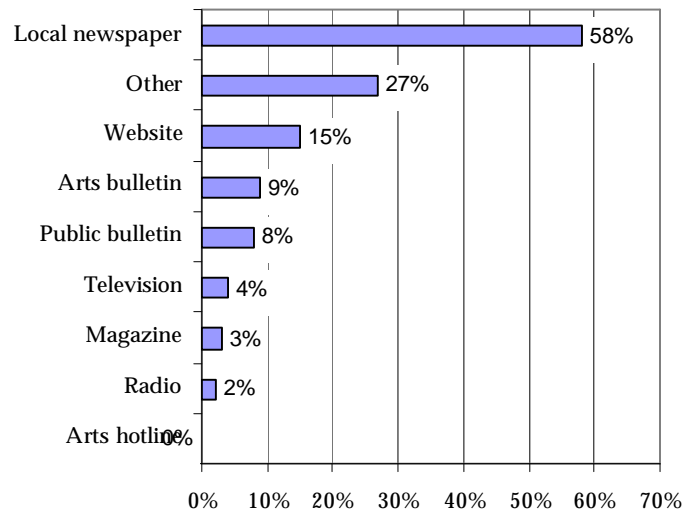


Figure IV-14
Information Sources for the Arts
Question #14, Appendix C

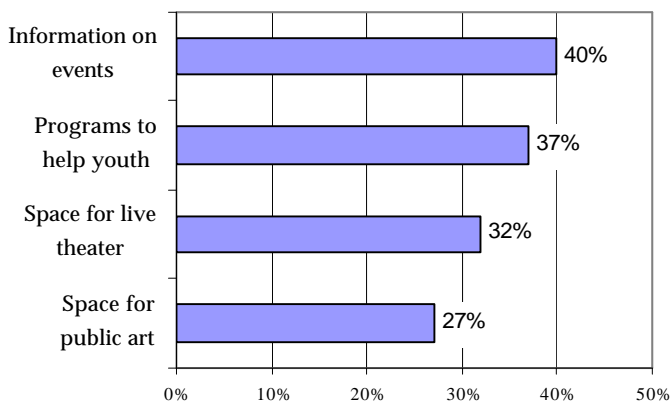


Figure IV-15
Urgent Arts Needs
Question #18, Appendix C

Increasing visibility and advertising of arts events, particularly the arts bulletin and hotline, can increase attendance at arts related events. Figure IV-15 highlights the need for additional and better information. Forty percent (40%) of respondents indicated that information on upcoming events that will be taking place is urgently needed in Milpitas, while an additional 49 percent (49%) indicated it is somewhat needed. Space for live

theater productions and public art exhibits and galleries is also urgently needed as well as programming to help youth develop their interests and abilities in the arts.

Respondents indicated that there is a need for space for live theater and art exhibits and galleries. Figure IV-16 illustrates where respondents believe events would most likely be held. An overwhelming majority, 73 percent (73%), would expect a performing arts production to take place in the Community Center. The majority of respondents would expect to find an art exhibit at the Community Museum, although many also cited the Community Center as the most likely place for an art exhibit.

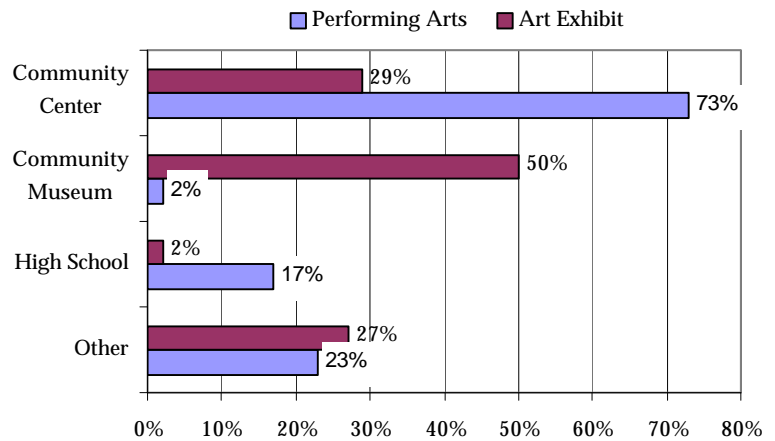


Figure IV-16
Locations for Performing Art and Art Exhibits

Question # 12 & 13, Appendix C

IV-2 In-Library User Survey

Library management and staff worked with City personnel to create the in-library user survey. The survey was intended to assist the City to identify and solicit opinions of Milpitas Library visitors, measure attitudes towards library services, and to provide demographic information. The survey was a self-select survey made available at four locations in the Milpitas Library. The survey had 137 respondents over a three-week period. Appendix D provides the survey with the results.

RESPONDENTS

Survey results within the Library reflect the diverse population that currently exists in the City of Milpitas. As shown in Figure IV-17, the majority of in-library survey respondents classified themselves as Asian, 46 percent (46%), which is comprised of Chinese (25%), Filipino (9%), Vietnamese (7%), Korean (1%), Pacific Islander (1%), and Other Asian (4%). This survey suggests the majority of Library patrons are Asian. The second largest classification, 34

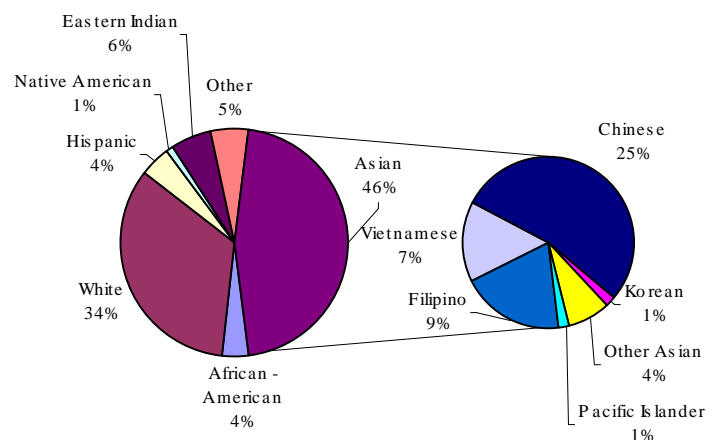


Figure IV-17
Ethnicity

Question # 12, Appendix D

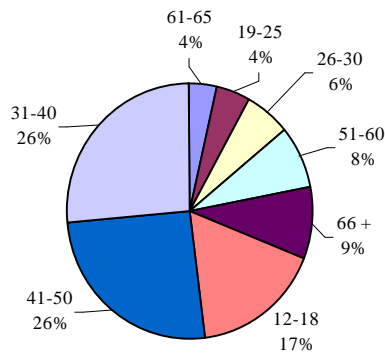


Figure IV-18

Age

Question #11, Appendix D

percent (34%), is White. Eastern Indians and Hispanics represented 6 and 4 percent (6%, 4%) of respondents, respectively.

Respondent age is similar to the age distribution of Milpitas; 52 percent (52%) of respondents are between the ages of 31 and 50. As shown in Figure IV-18, one quarter of respondents is between the ages of 31 and 40. Another quarter of

respondents is between the ages of 41 and 50. The youth represent the third largest respondent category. Seventeen percent (17%) of respondents are between the ages of 12 and 18.

Figure IV-19 describes the level of respondent education. The majority of respondents possessed a Graduate School degree, 34 percent (34%), or a College Graduate degree, 31 percent (31%). Fifteen percent (15%) of respondents had Some College experience, and 12 percent (12%) have less than a High School diploma. Survey results suggest Library patrons are well educated, which is also representative of the population in the City of Milpitas. Twenty five percent (25%) of the population obtained a college or graduate degree, and 35 percent (35%) have attended some college.

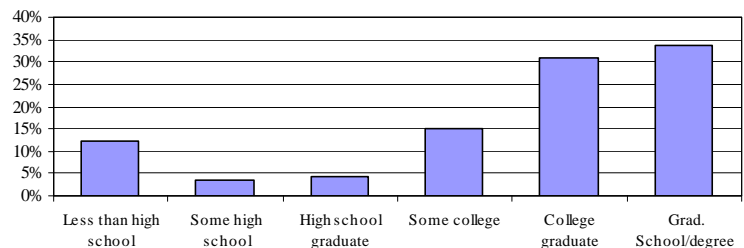


Figure IV-19

Education

Question #10, Appendix D

LIBRARY USE

The Milpitas Library is visited frequently, as shown in Figure IV-20. Nearly half of respondents (43%) visit the Library several times a week. Another 40 percent (40%) go to the Library several times a month. Seven percent (7%) of patrons visit the Library few

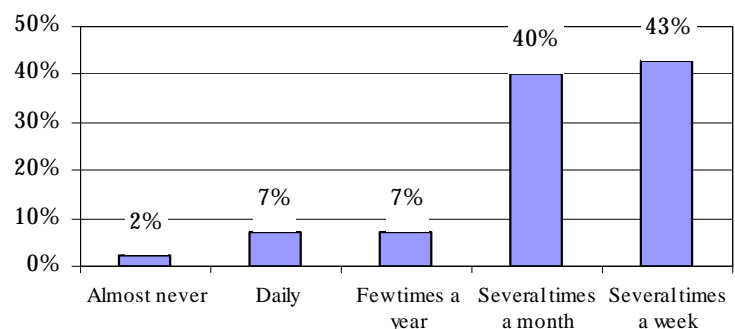


Figure IV-20

Library Use

Question #3, Appendix D

times a year, and another 7 percent (7%) visit on a daily basis. Only 2 percent (2%) of respondents almost never visit the Library.

Figure IV-21 illustrates respondent arrival by sections of the day. Arrival times were least frequent towards the opening and closing hours, with arrival times peaking towards the afternoon hours. The most frequent arrival time, 36 percent (36%), was between 2:00 P.M. to 4:00 P.M. Another third of survey respondents (30%) listed 11:00 A.M. to 1:00 P.M. as their arrival time, suggesting the Library is most used during lunch break and after school hours.

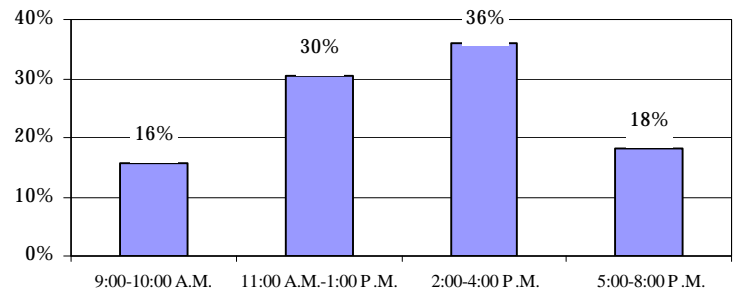


Figure IV-21
Arrival Time

Question #1a, Appendix D

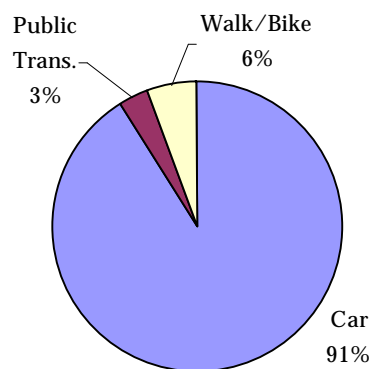


Figure IV-22
Means of Arriving at the Library

Question #2, Appendix D

When asked what mode of transportation respondents used to arrive at the Library, only 3 percent (3%) of survey respondents answered public transportation, 6 percent (6%), marked walked or bicycled, and an overwhelming 91 percent (91%) stated they drove to the Library, as shown in Figure IV-22. With the majority of patrons using motor vehicles to reach the Library, future plans should be made to ensure users have ample parking and circulation should be carefully evaluated.

LIBRARY ASSESSMENT

Patrons visit the Library for a variety of reasons. As shown in Figure IV-23, the majority of patrons visit the Library to check out some type of library materials. Nearly 30 percent (30%) of respondents stated they visited the Library specifically to check out books. The second most marked choice was to check out

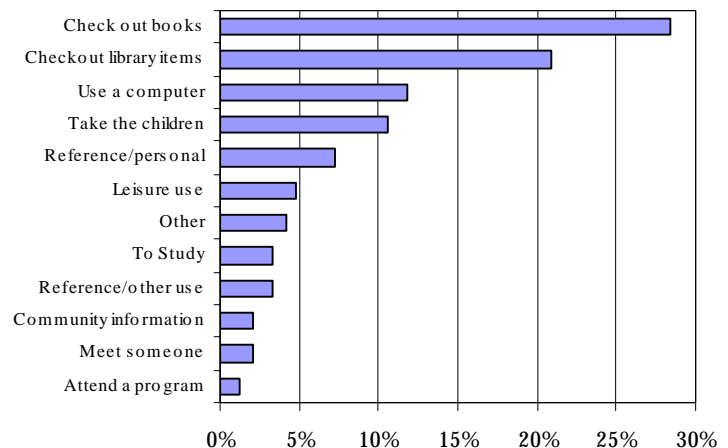


Figure IV-23

Main Reasons for Attending Library

Question #4, Appendix D

other library items (21%), which can include music, videos, and books on tape. Twelve percent (12%) of respondents indicate the main reason they use the Library is to use the computer facilities. Another 11 percent (11%) indicate their primary purpose for using the Library is to bring their children. Seven percent (7%) of respondents stated they were at the Library for personal reference purposes, and 5 percent (5%) were enjoying the facilities for leisure use or recreational reading. The least represented reason for visiting the Milpitas Library was to attend a program (1%) suggesting the community has either not been interested in the types of programs available, the program times are inconvenient, or there are few programs available.

Respondents were asked whether they strongly agree, agree, disagree, or strongly disagree to a variety of issues related to library service. Figure IV-24 (below) illustrates respondent agreement and disagreement with various operations and services. In general, the majority of patrons agree with how the Library is operating. Fifty eight percent (58%) feel the Library is conveniently located and the hours are convenient. However, 33 percent (33%) strongly agree they usually have to wait for a computer to open up in order to use the Internet. A majority of patrons also strongly feel the Library should increase the amount of available workspace and parking close to the building.

Figure IV-24 also highlights respondents' satisfaction with Library staff and the assistance they provide patrons. Ninety-four percent (94%) agree or strongly agree that Library staff does a good job answering questions. Forty-nine percent (49%)

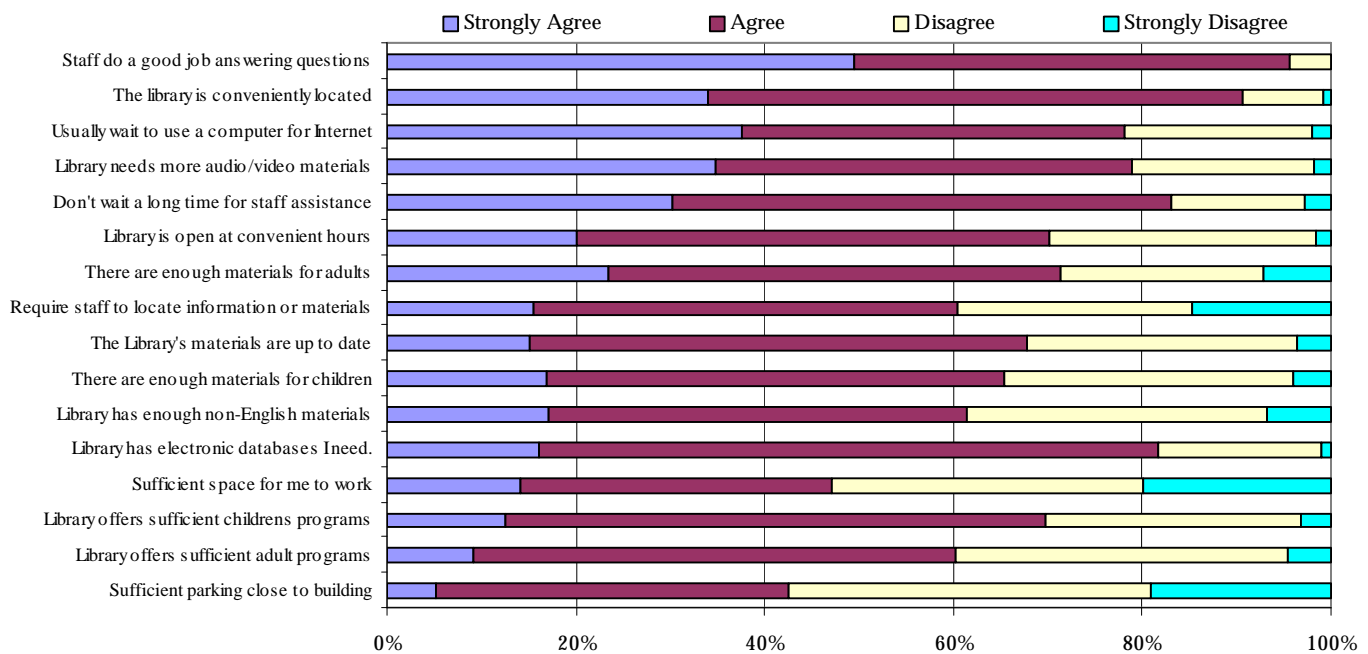


Figure IV-24
Respondent Agreement with Library Services

Question #6, Appendix D

also indicated they never have to wait for long periods of time before receiving assistance from staff. These strong marks with customer service are especially significant since more than half of respondents rely on staff assistance to help locate information or materials.

Respondents were also generally satisfied with the Library's collection of materials and the programs being offered, as illustrated in Figure IV-24 (above). A majority of respondents felt the Library had enough materials for adults and children and that the materials were up to date. They also felt the Library had a good collection of foreign language materials. The main improvements respondents felt the Library could make to its materials were by increasing audio and video collections. Respondents were also satisfied with the programs being offered to both children and adults.

Figure IV-25 (below) illustrates how respondents rank a variety of services according to their level of importance for the Library. The most important statements included helping people find, evaluate and use information, offering general information and answers to questions, and providing popular resources, i.e., best seller, audio, and video sources. The responses that were marked as not at all important were offering genealogy services, local history services, services relating to cultural heritage, and the Library being a place for the community to meet and interact.

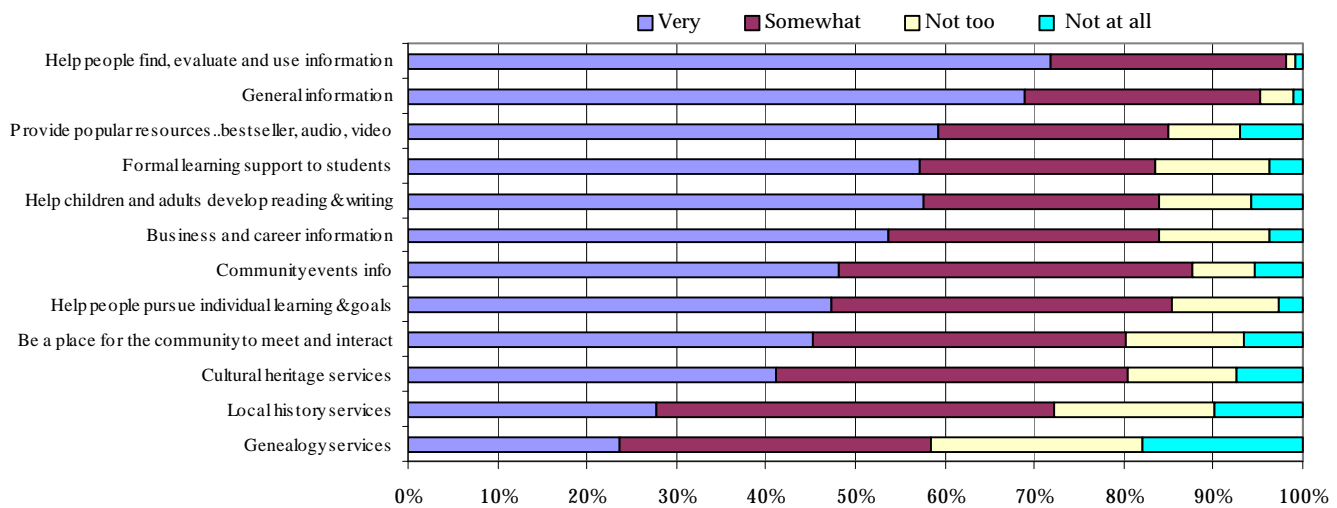


Figure IV-25
Services Important for the Milpitas Library to Provide

Question #7, Appendix D

Respondents were also asked for feedback on how to expand or improve on existing Library services, as well as if there were any new services patrons would like to see introduced. Responses ranged from improvements to Library facilities to

improvements of the Library materials and services. Many responses included expanding the Library itself, including its parking, floor space, lighting, chairs, tables, check-out machines, etc. to deal with the growing demand. The most requested facilities services to be expanded were the “Quiet Room” and computer/internet services. Many respondents requested expanding and updating the reference materials, books, videos, DVD’s and maps. Specific individual requests included expanding cultural/foreign language materials, educational materials, as well as including Animated books and videos. There were also general requests for more age-specific programs, including children’s’ storytime, tutoring sessions, and adult seminars. For a more detailed look at written responses, see Appendix D.

IV-3 Online Library Survey

The City of Milpitas conducted a library survey made available online to internet users. The approved survey instrument was accessible through the City’s official webpage, and was intended to identify and solicit opinions of Milpitas’ adult population, measure community attitudes toward library services, and to provide demographic profiles. The survey had 136 respondents over a three-week period. A copy of the survey with the results is provided in Appendix E.

RESPONDENTS

Online survey results illustrated a range in ethnicity of respondents, as shown in Figure IV-26. The majority of respondents, (51%), were White, the next largest percentage (27%) of respondents were Asian. The percentages of White and Asian ethnicities from online survey respondents are the converse of City of Milpitas population figures, which are 24 percent (24%) White and 52 percent (52%) Asian. Other minority populations represented by online respondents were at less than 5 percent (5%) each. Another 5 percent (5%) of respondents wrote in responses, including a variety of ethnic group mixes such as Portuguese-American, Chinese-American, Asian-Indian, and Polynesian. Sixteen percent (16%) of respondents chose not to answer the question.

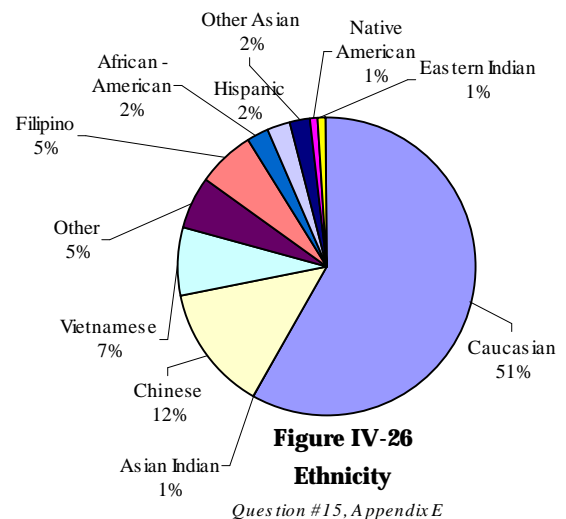


Figure IV-27 illustrates the majority of online respondents were middle-aged or older adults. Twenty seven percent (27%) of respondents are between the ages of 41 and 50. An additional nineteen percent (19%) of respondents are between the ages of 51 and 60. Twenty one percent (21%) of respondents are between the ages of 31 and 40. This suggests the majority of patrons using online library services are in the adult population.

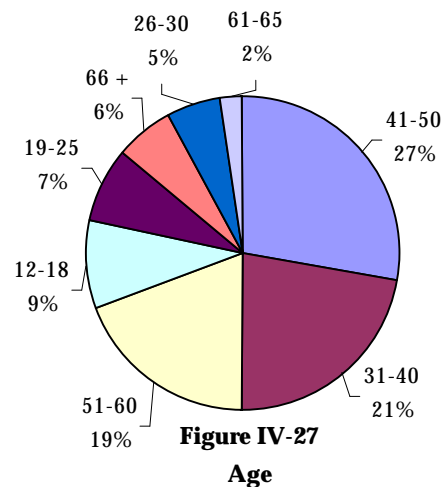


Figure IV-27
Age
Question #14, Appendix E

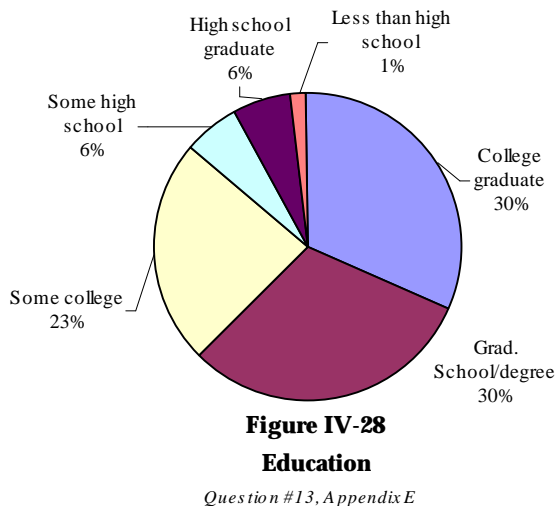


Figure IV-28
Education
Question #13, Appendix E

The majority of online respondents were well educated, as shown in Figure IV-28. Eighty-three percent (83%) of online respondents have some college experience, and thirty percent (30%) have some graduate school experience. Milpitas residents have similar educational attainment levels. Twenty-five percent (25%) of the population obtained a college or graduate degree, and 35 percent (35%) have attended some college.

LIBRARY USE

The Milpitas Library has been well visited within the last year. As shown in Figure IV-29, 33 percent (33%) of respondents visit the Library on a weekly basis. Another 33 percent (33%) of respondents visit the Library on an occasional basis, or less than once a month. Twenty-four percent (24%) visit the Library on

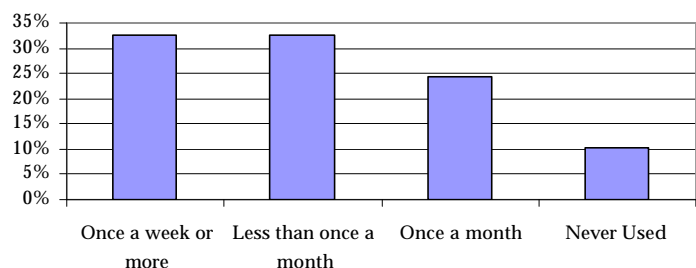


Figure IV-29
Frequency of Library Use
Question #2, Appendix E

a monthly basis, and 10 percent (10%) of respondents have never visited the Milpitas Library.

Respondents were asked to answer a supplemental question if they had never used the Milpitas Library. Figure IV-30 illustrates the responses given. The most frequently cited reasons for not visiting the Library were that there are not enough computers and the Library is too noisy, which can be an indicator of overcrowding. None of the respondents felt the Library hours were inconvenient, or that they were unable to get to the Library. Also, none of the respondents used the internet to access the Library. One respondent indicated that there were closer branches near their residence.

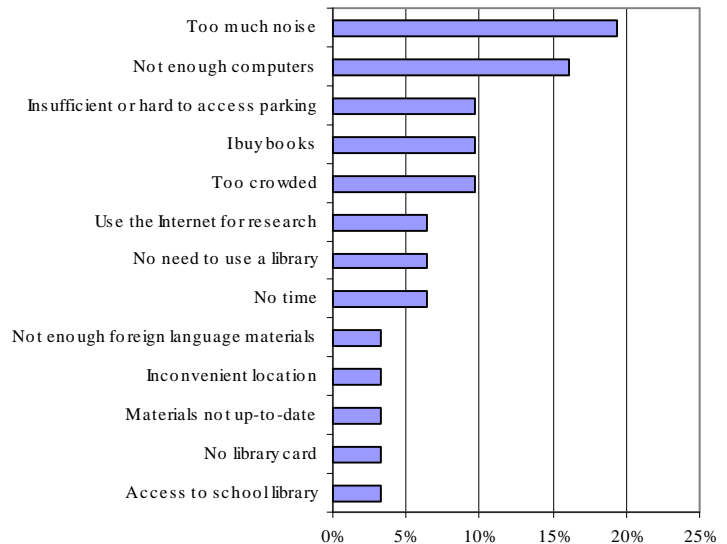


Figure IV-30
Main Reasons for Not Attending the Library
Question #3, Appendix E

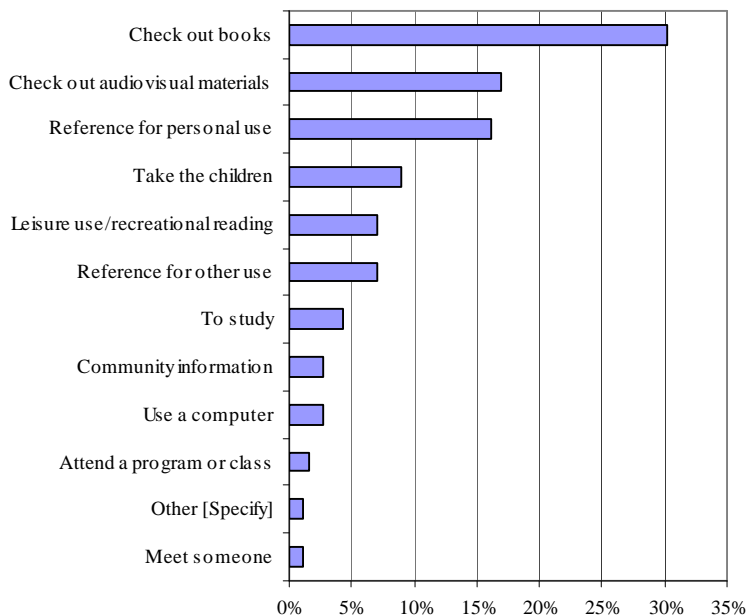


Figure IV-31
Main Reasons for Attending the Library
Question #4, Appendix E

Library users were asked to indicate three main reasons they visited the Milpitas Library. Figure IV-31 illustrates the responses. The most frequently cited reason (30%) for visiting the Library was to check out books, followed by checking out audiovisual materials, such as CDs, tapes or videos. Personal reference and taking the children were also frequently cited as the primary reasons for visiting the Library. Few respondents indicate they visit the Library to attend a program or class or to take advantage of the computer facilities.

LIBRARY ASSESSMENT

Respondents were asked whether they strongly agree, agree, disagree, or strongly disagree to a variety of statements regarding Library operations and facilities. Figure IV-32 (below) illustrates respondent agreement and disagreement. Online respondents were generally satisfied with the Library's facilities and operations. A majority strongly agreed they could always find a chair or table to use and were generally pleased with computer availability and training on use of the computers. Many respondents felt there was sufficient parking close to the building and were satisfied with the location of the Library. Respondents strongly agreed the Library was open enough hours during the week, while just over half of respondents indicated they would like the Library open for more hours on the weekends. Respondents strongly agreed the Library was open enough hours during the week, while just over half of respondents indicated they would like the Library open for more hours on the weekends.

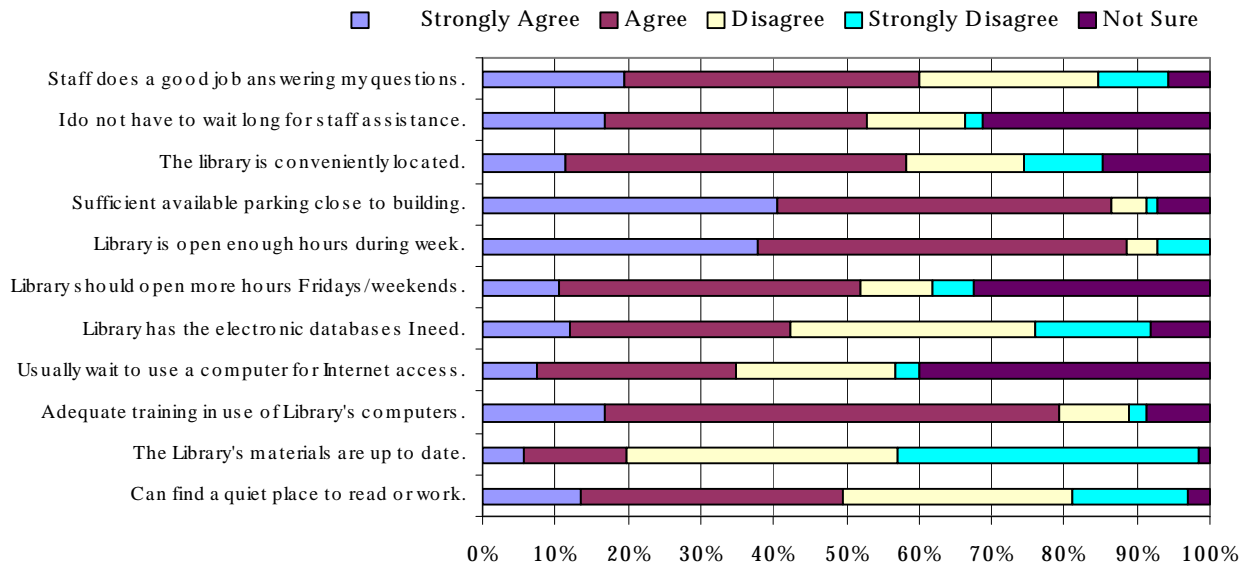


Figure IV-32
Respondent Agreement with Library Facilities, Materials, and Operations

Question # 5, Appendix E

Online respondents were generally satisfied with the Library staff. They felt the staff does a good job answering their questions and provided good customer service with little wait time before being served, although a majority of online respondents were more self sufficient in locating materials and information. The only major improvement online respondents desired in the Library related to its collection of materials. A majority of respondents felt the Library's materials could be more up to date.

ARTS

Online respondents were asked what source(s) they used to get information on the arts in Milpitas. As shown in Figure IV-33, respondents primarily use the local newspaper to obtain information on the arts. Nineteen percent (19%) of respondents received information on the arts through the City or Library website, and 17 percent (17%) utilized printed arts bulletins or calendar. The least chosen response was the arts phone hotline.

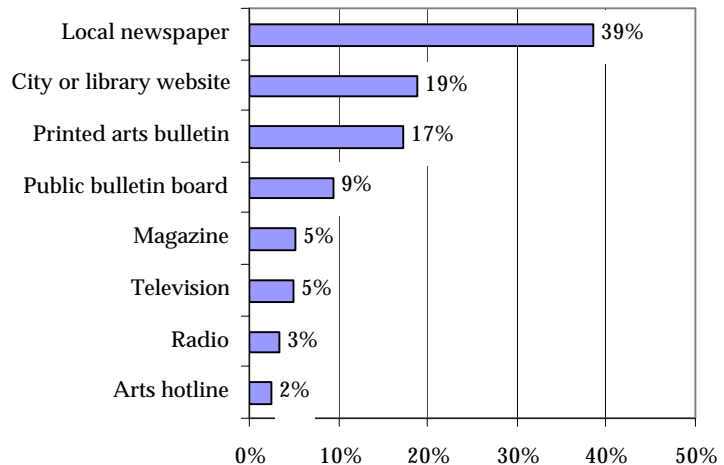


Figure IV-33
Sources of Information on the Arts

Question #6, Appendix E

Respondents were asked how many arts events or programs they had attended or visited since January 2001. Respondents revealed their strong interest in the arts,

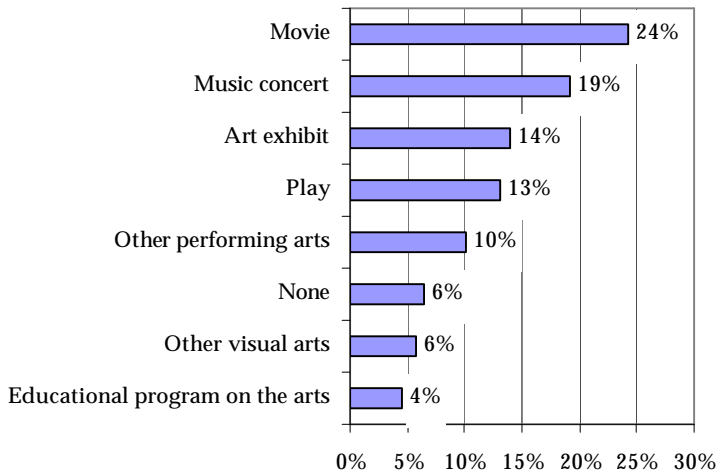


Figure IV-34
Arts Events Attended Since January 2001

Question #7, Appendix E

with only 6 percent (6%) answering none, as shown in Figure IV-34. The most popular arts venue chosen (24%) was a movie, shown in a theater or other public venue. The second most frequented arts event (19%) was a music concert or similar program. An additional 14 percent (14%) of respondents indicated they had attended an art exhibit. Respondents were least interested in seminars, lectures or other educational programs on the arts.

Respondents also indicated they would prefer to attend more arts events or programs in Milpitas. The majority of respondents (64%) indicate they would like to attend more arts events, while 14 percent (14%) would prefer not to attend arts related events.

As shown in Figure IV-35, reasons for respondents not attending arts events or programs in Milpitas more often focused on a variety of time and information issues. The majority of respondents felt they either had no available time or they were uninformed about the available programming. Respondents also indicated that the programs available did not interest them, or the programs were at inconvenient times. Lack of knowledge about where the programs were held was also frequently cited as a reason for not attending arts events.

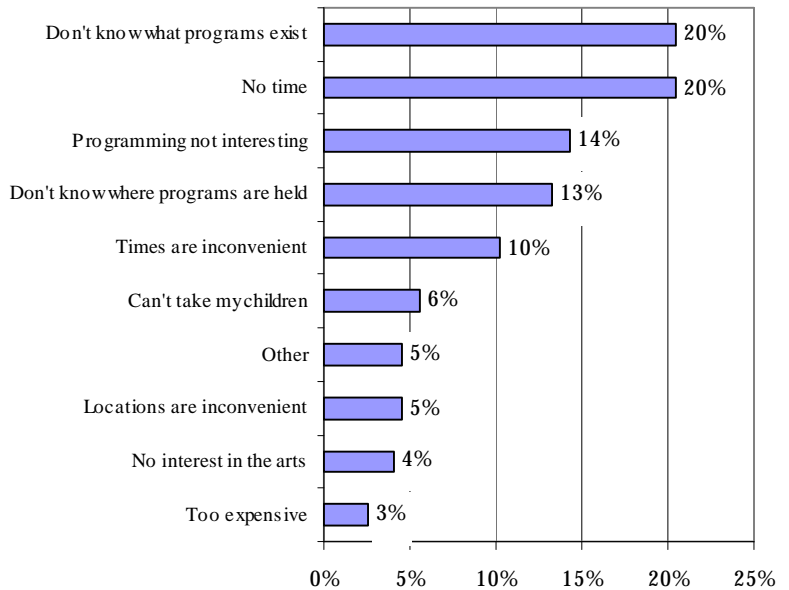


Figure IV-35
Reasons For Not Attending More Arts Events
Question #9, Appendix E

Respondents were asked to rank a variety of issues related to arts events or programs according to their level of need, as shown in Figure IV-36 (below). Online respondents were equally distributed among the menu choices, agreeing that all arts issues were important to the City. Respondents felt the most urgent need is for more information on arts events and programs. Respondents generally agreed more space was needed for productions, exhibits, and arts group meetings. They indicated there is a need for more programs for youth, adults and general arts education in the City. Online respondents also generally wanted to see more diversity in the current arts programming.

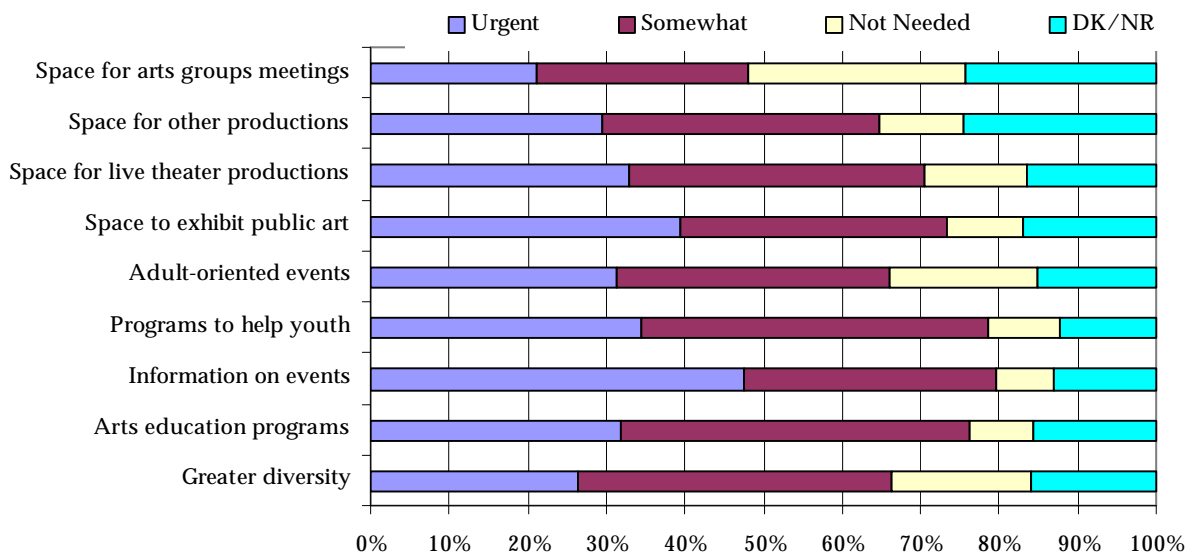


Figure IV-36
Arts Needs
Question #10, Appendix E

IV-4 Summary Observations

Three surveys, the telephone, in-library, and online, were conducted to gain insight on community satisfaction and awareness of Library services. Summary findings are listed below:

- The Library is heavily used: 43 percent (43%) of respondents visit the Library at least monthly.
- The Library is primarily used to checkout books, music and videos, to take the children, and for personal reference. Other main reasons for using the Library include using the computers, leisure use and reading.
- Respondents are generally well satisfied with the Library staff, how the Library is operating, and the collection of materials, with the major exception of the Non-English language materials collection. Respondents also indicated a need to improve the audio and video collections, add hours on Friday evenings and the weekends, and improving parking.
- The majority of residents indicate they have to wait to use a computer, but that they can almost always find a chair or table to use.
- Respondents indicate that the most important services for a library to provide include:
 - General information, answering questions, and helping patrons find, evaluate, and use information
 - Popular culture and recreational resources
 - Formal learning support
 - Resources that help residents better understand their own and other's heritage
 - Children and adult literacy programs
 - Business and career information
 - Information on community events and organizations

The findings reached by the three surveys concerning the arts in Milpitas are highlighted below:

- Arts-related events attended in Milpitas are primarily movies screened in a theater or other public venue, followed by art exhibits and music concerts.

- Respondents would like to attend more arts events but insufficient personal time and information on available programming prohibits their attendance.
- The most urgent art-related need in Milpitas is information on events, followed by programs directed towards youth, and space for productions, exhibits, and programs.

V. LIBRARY STAKEHOLDERS

This chapter discusses the perceptions of the Milpitas community and the Library held by various library stakeholders, including elected City officials, and other community leaders.

V-1 Methodologies

To articulate the values, characteristics and needs of Milpitas, community members were invited to participate in a community meeting, focus groups, group interviews, and individual interviews. Participants were selected to represent the major constituencies of the City and to reflect the ethnic and cultural diversity of its population. Appendix A provides a list of the 45 individuals interviewed, and Appendix B provides information on focus group and community meeting participants.

V-2 Perceptions of the Community

Individuals participating in the interviews, focus groups, and the community meeting were asked to describe the community of Milpitas. The answers were broad ranging from the demographic make-up of the community to housing to the school district and to recreational opportunities available. Although the answers were as varied as the participants, there were several commonalities. Participants generally described Milpitas as an increasing urbanized community that has seen tremendous growth in the past twenty years and continues to grow steadily. Immigrants, with little or no-English language skills, have been arriving in waves and are continuing to do so. The influx of immigrants has changed the demography of Milpitas in a rather short time. The community is now very diverse, and it is also well educated, a reflection of the high-tech nature of the regional work force. Milpitas' growth has not come without complications. Participants complained about traffic problems and the difficulty finding parking anywhere in the community. It is interesting to note several participants, in the interviews and the focus groups, identified Milpitas as having cultural enclaves, while an equal number of participants believe that the neighborhoods are well integrated.

Participants of the two focus groups were asked to not only describe Milpitas, but to also identify strengths, opportunities, weaknesses, and challenges of the community. The participants of the two groups identified parking and traffic as the largest weaknesses or challenges facing Milpitas. Other challenges were identified, but only parking and traffic were mentioned in both focus groups. The first focus group cited the school district's crowded classrooms, difficulty maintaining and obtaining

teachers, as major challenges facing the community. The perception that multiple families are residing in single-family dwellings was also felt to be a challenge. The second focus group listed population density, the lack of public transportation, limited recreational outlets, and the cost of housing as challenges. Participants of the two focus groups identified the diversity and education of the community, the completion of light rail and BART, and managed growth as strengths.

The Library can help address some of the challenges facing the community. Interview and focus group participants were asked, after describing the community, what they felt the Milpitas Library needed.

V-3 Perceptions of the Milpitas Library

Participants in the needs assessment meeting, focus groups and interviews were asked for their perceptions of the Milpitas Library—its materials, programs and services, facility and staffing. The perceptions were similar from group to group and are summarized below.

FACILITY

The most consistent comment about the facility was that the Library had outgrown its space—that it was too small to house all the necessary books, computers, and readers' seats—that it was too crowded and noisy. Every participant raised the need for additional public seating and computer workstations.

Many expressed the desire for more parking. (These comments were made prior to the recent parking lot construction and are probably most useful as an indicator that ample parking for the new library is required.)

MATERIALS

There was general agreement that the Library needs more materials, and particularly more up-to-date materials. Areas of particular interest included business reference books and databases, computer/technology materials, best sellers, books on tape and books on CD for commuters, and additional copies of school assignment related resources.

Participants were sensitive to the need for materials in languages other than English, pleased that language materials were available to match the ethnic diversity of the City, and interested in expanding the language collections, including books, periodicals and audio-visual resources. They also identified the need for additional materials in English about the cultures represented in the community to help foster understanding of different cultural values and histories.

PROGRAMS AND SERVICES

There was general satisfaction with the current programs and services. Particular note was made of the successful reading programs for children. Two additional services were recommended—provision of a Computer Center and establishment of a Homework Center.

There was consensus that the new library should be a center for technology, providing a Computer Center with a full range of services available for such tasks as writing resumes, preparing for SATs, doing research on the Internet, and accessing e-mail. There was a division of opinion as to whether the Library should also provide computer training. Some argued that computer training is provided at the public schools generally, and through a 6th grade laptop program at one school and the Computer Academy at the High School, and through Adult Education classes. Others saw free computer classes as a role for the Library, mentioning in particular, training for seniors and instruction given in languages other than English.

There was strong support for providing a Homework Center, a dedicated room for students to work in a relatively quiet space. There was considerable discussion about whether the library should provide staff for homework assistance. Although tutoring is available on school campuses and at the Teen Center, there may still be a need for homework assistance, especially in the evenings and on weekends, the prime study times for youth with jobs and after-school sports commitments. The consensus was that the library should provide some homework assistance service to complement existing tutoring programs available in the community

There was considerable interest expressed in increasing the service hours for the Library, particularly Friday and Saturday nights, and Sundays, to accommodate student and family use.

STAFFING

As in the survey results, there was agreement that the Library staff is readily available, is performing well and is friendly and effective in providing assistance to patrons. The only additional suggestion was that multilingual staff members be hired to facilitate the use of the Library by non-English speakers.

ADDITIONAL LIBRARY STAFF INPUT

Interviews were conducted with both Milpitas Library staff members and administrators of the County Library system. In addition to providing valuable

insights into the community and information about Library operations, they were particularly helpful in identifying some of the deficiencies of the current facility that impact public service and staff efficiency. Highlights of their comments follow and supplement those of the residents.

SERVICE LIMITATIONS OF THE EXISTING BUILDING

- There is no defined place for teen collections and seating.
- There is no place in the Children's Area for pre-school/toddler story times.
- Computer training cannot be provided because of the configuration of computers.
- There is little quiet study space (History Room only); most study tables are along the major traffic paths.
- The language collections are too small, due to lack of space for shelving.
- The single large Community Room limits programming opportunities and the use by community organizations.
- Cramped staff workrooms, without the necessary data/electrical outlets, affect the efficiency of operations.
- The lack of floor space for display shelving impacts the marketing of materials.
- There is not a private place for literacy students to work with their tutors; in addition, the Literacy Administrative Office is in a cramped space within the branch workroom.
- There are not enough service stations at the circulation desk for the high volume of activity.
- Lighting is very dim in some public reading areas, with light reflected from the ceiling.
- There is no shipping/delivery area in the workroom; this impacts the efficiency of handling the large volume of books requested by patrons from other libraries.
- There is not enough storage for general library use; the Community Room is used for storage, which impacts its use for programs and meetings.

- The temperature is not well regulated, causing discomfort of patrons and staff.
- The high beam construction transfers noise throughout the building; there is no noise buffering for computer terminals or in heavy traffic areas such as the lobby and circulation desk area.

V-4 Summary Observations

Interviews, focus groups, and a community meeting were conducted to identify the values, characteristics, and needs of the Milpitas Community. Summary findings are listed below:

- Space is the foremost concern among participants.
- There is a need for more materials and more up-to-date materials. In addition, the non-English materials need to be improved, including books, periodicals, and audio-visual resources.
- There is general satisfaction with the programs offered by the Library, but would like to see the addition of a Computer Center and a Homework Center.
- The Library should be a center for technology and a Computer Center should offer a full range of services, including resume writing, SAT preparation, internet research, and e-mail.
- Service hours should be increased on Friday evenings and the weekends.
- There is a need for multi-lingual staff to facilitate library use by non-and limited English language speakers.

VI. OUTLINE PLAN OF SERVICE

An effective library reflects the values of its community and responds to its needs. This chapter outlines the services that best respond to the needs of Milpitas as identified through demographic and statistical analysis, surveys of both users and non-users, and information derived from community meeting and focus groups, group interviews and individual interviews. The purpose of these discussions was to identify those services that should be emphasized. This has an impact on the use of staff and material resources and has implications for the design of the new Library. It represents the input of local residents, community leaders, Library staff, school personnel and government staff and officials. More complete and detailed descriptions of services, with goals, objectives, service indicators and staffing would be developed to implement the services.

VI-1 Introduction

Each participant in the needs assessment was asked to identify those library services of greatest importance to the residents of Milpitas. Surveys and library statistics provided information on current use. Interviews captured opinions of community leaders and residents about the services that should be provided.

In addition, two focus groups were conducted to explore potential library services more thoroughly and identify priorities. To initiate focus group discussions, thirteen library service options were presented for consideration. They cover a very broad range of services, were described by the Public Library Association in its publication *New Planning for Results*, and are included below. This process was effective in guiding the discussion without limiting it. Participants were encouraged to add any other services that were not covered by the thirteen.

BASIC LITERACY	Addresses the need to improve English language reading and writing skills to perform daily tasks.
BUSINESS & CAREER INFORMATION	Addresses the need for information related to business, careers, work and employment, entrepreneurship, and personal finances.
COMMONS	Addresses the need for people to meet and interact with others in their community.
COMMUNITY REFERRAL	Addresses the need for information related to services provided by community agencies and organizations.

CONSUMER INFORMATION	Helps satisfy the need for information to make informed consumer decisions.
CULTURAL AWARENESS	Helps satisfy the desire of community residents to gain an understanding of their own cultural heritage and that of others.
CURRENT TOPICS AND TITLES	Helps fulfill community residents' appetite for satisfying recreational reading and popular culture.
FORMAL LEARNING SUPPORT	Helps students to attain their educational goals.
GENERAL INFORMATION	Helps meet the need for information and answers to questions on a broad array of topics.
GOVERNMENT INFORMATION	Helps satisfy the need for information about elected officials and government.
INFORMATION LITERACY	Helps address the need for skills related to finding, evaluating and using information effectively.
LIFELONG LEARNING	Addresses the desire for self-directed personal growth and development.
LOCAL HISTORY AND GENEALOGY	Addresses the desire of the community residents to know their personal or community heritage.

It was noted that most of the thirteen services are currently provided at the Library at some level. Even if not identified as a priority, basic information will continue to be provided for each. For example, Consumer Information was not identified as a priority service; nevertheless, the Library will continue to purchase basic materials to aid consumers. It will not, however, expand current services on consumer issues by creating a consumer bulletin board, or setting up a consumer hotline.

Some general themes emerged during the discussion of these services:

- Milpitas residents want the best of traditional library services along with the full incorporation of advanced technology. It was suggested that the technology match that of the new City Hall.

- There are high expectations for library service to youth. All participants saw the well-being and education of children and teens as an important community value.
- There is a preference for individual rooms or areas for children, teens and adults, each having its own identity and design features.

VI-2 Priority Services

Focus group participants identified four services as top priorities: Basic Literacy, Lifelong Learning, Current Topics and Titles, and Cultural Awareness. Most selected an additional four as important: General Information, Formal Learning Support, Commons, and Business & Career Information.

The remaining services were not highly rated, primarily because they are provided elsewhere in the community. These were Local History and Genealogy, Consumer Information, Government Information and Community Referral and Information Literacy.

These priorities are consistent with those identified by the in-library user survey. Those contacted through the telephone survey generally agreed with these priorities, with the exception of the Commons and Current Topics and Titles that did not rate as highly. The online survey did not directly seek input on preferred library services.

Each of the eight highest priority services is described in more detail below, as a proposed plan of service for the Library. Needs associated with providing the service that should be considered in the design of a new building are listed below:

1. **Basic Literacy** is provided to Milpitas residents through a successful program, Vision Literacy. The program reaches adults, families, and the incarcerated. The Milpitas Library provides space for one of the two Vision Literacy offices; eight literacy staff members serve Milpitas and the North County area.

Needs:

- ✓ Workroom space for program staff
- ✓ Rooms (2-3) that accommodate a tutor-student pair in relative privacy, and provide a private place for potential student interviews
- ✓ Shelving for a variety of books, workbooks and audio-visual items for use by students both independently and with tutors

2. The **Life-Long Learning** service involves providing an extensive collection of circulating materials on a wide variety of topics in which the general public has interest. It encourages reading in young children through such programs as pre-school story hours. It promotes reading for enjoyment for children through its Summer Reading Program and other events. It provided materials and programs of interest to teens. It provides non-fiction and fiction titles for adults, and programming that might include demonstrations, exhibits, and how-to workshops. It provides materials for those with special needs, such as Large Type books and talking books for the visually challenged and captioned videos for the deaf. This is the basic general library collection.

Needs:

- ✓ Large circulating collections to serve all ages and needs
- ✓ Seating of various types-table, carrel and lounge in each age area of the Library to encourage comfortable use of library materials
- ✓ Programming space
- ✓ Story-time space near the children's picture books

3. The **Current Topics and Titles** service is aimed primarily at adults and includes the Library's collection of popular, current, and recreational reading. These are the "new books" and best sellers, titles reviewed in print or on the TV or radio. The collection is always being refreshed. This service includes current magazine titles on a broad range of topics for browsing.

Needs:

- ✓ Bookstore-like display shelving is critical to the use of this browsing collection; shelves should be visible from the entrance
- ✓ Display shelving of current periodicals and newspapers
- ✓ Comfortable lounge seating conducive to recreational reading
- ✓ Table seating for reading newspapers

4. Two aspects of **Cultural Awareness** service were explored. The first included the Library as an agent to promote cultural awareness within the community. The second related more to providing materials in languages spoken by residents, and library resources to help people understand the various cultures represented in Milpitas. The consensus was that the new library should include larger language collections and books on a variety of cultures. There should be also a display case for artifacts. Cultural programs would be integrated into the general programming of the Library.

Needs:

- ✓ Shelving to house collections
 - ✓ Lounge or table seating to encourage the use of the collections, and define an area of the Library
 - ✓ Built-in or freestanding display case
 - ✓ A room to present programs about or of interest to the cultures represented in Milpitas
5. Participants in the focus groups indicated that the library is viewed as the place to go for **General Information**. Questions may be answered by Library staff in-person, by phone, via e-mail or fax, or online through the *Q&A Café*. It was noted that the use of the Library for general information has diminished somewhat with the availability of computer resources. This service is provided by staff at the public service desks, both reference and circulation.

General information service also includes the independent use of both electronic and print reference resources by patrons. Computer workstations would be in clusters throughout the library.

Needs:

- ✓ Reference desks in major areas of the library; the current Milpitas Library has two reference desks, one in the Adult and one in the Children's Area
- ✓ Public computer workstations
- ✓ Reference collection

6. **Formal Learning Support** is provided through collections, staff and space. The collections should include multiple copies of homework assignment materials. Whenever possible, librarians should work with the local teachers to anticipate the assignment topics. Librarians participate in this service by training students on how to use both print and electronic information resources. The provision of a Homework Center, in which students can study independently or in groups, is a feature of this service. Staffing for supervision is necessary; staffing for homework assistance is optional.

Needs:

- ✓ Extensive collections of school-related materials
- ✓ Homework Center with individual carrels or tables, group tables and computer workstations

7. The **Commons** function includes the library's public meeting space. It would include a large Community Room that could be used for library or community cultural, civic, or educational programs. It might include smaller rooms for meetings of community groups or small group study. The need for both programming and meeting space was expressed often during the needs assessment process. The smaller meeting rooms may be operated as part of the library, or may be considered more a community space, scheduled by the City.

Needs:

- ✓ Large Community Room with projection and teleconferencing capability
- ✓ Meeting Rooms seating from 6 to 25

8. In discussing **Business & Careers Information**, community members focused on the personal aspects of the service. The primary need was for the individual in business—current career and job opportunities, resume writing, management skills and personal finances.

Needs:

- ✓ Reference and circulating collections
- ✓ Computer workstations for use of specialized business electronic resources

VI-3 The Library and the Arts

There was considerable discussion about the role of the library vis-à-vis the visual and performing arts. Some participants expressed an emerging need for a performing arts center. The size and character of this center has not yet been determined. There was general agreement that a full performing arts center should not be included in the library project. Two ways were identified, however, for the library to promote the arts.

Some participants suggested that the library could provide space for community performances or programs—not as a formal theater with fixed seating, but as a venue for small productions.

For the visual arts, a variety of display areas could be provided, including cases for the work of local artisans, and wall space for art displays.

Needs:

- ✓ Room for performances
- ✓ Display cases or cabinetry in the lobby and/or other places within the library for display
- ✓ Wall area identified for art exhibits, with molding for hanging pictures

VI-4 Staffing

This outline of services looks toward a new library facility, with enough room to respond to the service needs identified. The existing staffing level is anticipated to be adequate to provide these services, with two caveats. If homework assistance is offered in the Homework Center or training is provided in the Computer Center, additional staff will be required. The design of a new multi-story building will change the supervision of the public areas and require more staff. The architect should be encouraged to consider designing with supervision of spaces as a prime consideration.

VII. OUTLINE BUILDING PROGRAM PLAN

This chapter proposes to translate the Needs Assessment and Outline Plan of Library Service into service spaces for consideration in determining the size of a new Milpitas Library.

VII-1 Introduction

In the design of the new Milpitas Library, the issues listed below deserve consideration. They are derived from a combination of community comments and observations of the existing facility. The library should be:

- A center for technology, communicating “high-tech” throughout.
- Welcoming and inviting, easily accessible to all.
- Designed to facilitate independent use.
- Provided with sufficient storage to maintain an uncluttered appearance.
- Designed for supervision by the minimum number of staff.
- Flexible in design, to respond to changing needs and services.
- Have a feeling of openness and space.
- Take advantage of natural light and provide views of the outside.

The majority of the public space will be utilized for the shelving of collections, provision of seating and access to public computers. These three elements are balanced, and distributed throughout the public reading areas, and are discussed in greater detail below.

PROPOSED COLLECTIONS

Milpitas Library staff projected the collection needs through the year 2015. The collection profile was developed using circulation statistics, which indicate current use, and requests from the community. The proposed collection is 268,800 items, excluding periodical subscriptions. This represents an increase of 56,800 items over the present collection, an increase of 27 percent (27%), paralleling the 24 percent (24%) population increase anticipated for Milpitas by ABAG by 2015. With an anticipated population of 75,100, the holdings per capita will rise from 3.2 to 3.6,

above the benchmark average and consistent with the Santa Clara County system as a whole.

Participants in the needs assessment process identified the general need for a larger collection. In addition to a general increase in materials, specific collection segments will be expanded based upon current circulation statistics and recommendations made by the participants in the needs assessment process, either as specific requests or inherent in the selection of priority services. The collection segments that follow will expand considerably include:

- ✓ Materials in languages other than English and language learning materials for both adults and children (to comprise approximately 11% of the total collection)
- ✓ Non-fiction children's books collection increased to meet demands of the community for general information and as homework support (to be increased by 60%)
- ✓ Audio-visual materials in a variety of formats (to comprise 19% of the total collection)
- ✓ Popular new materials, "hot topics", best-sellers
- ✓ Teen popular and recreational reading

Within the adult non-fiction collection, the library will increase its business resources and materials on the cultures represented within the Milpitas community.

The segments of the collection being expanded considerably respond to the circulation statistics and are consistent with recommendations made by participants in the needs assessment. Approximately 11 percent (11%) of the total collection will be in languages other than English. Encouraging children to cultivate a lifelong love of learning is fostered by the enlarged collection of children's circulating materials and would be 44 percent (44%) of the collection. The new book collection will be expanded, responding to the desire for current topics and titles. A full 19 percent (19%) of the collection will be in audio-visual formats, based upon the high circulation of these items.

PROPOSED SEATING

A variety of readers' seating should be provided throughout the library, including benches or window seats for children and parents to read together, lounge chairs for comfortable reading in quiet areas, table seating for groups working together, and one-person tables for individual study.

COMPUTER WORKSTATIONS

Public computers should be provided throughout the library, arranged in clusters for visual supervision and space efficiency.

VII-2 SPACES

In determining the size of the new Milpitas Library, there are four types of spaces to be considered. The first are those essential for basic library service. These include Adult services, Children's Services, Teen Services, Circulation Services and the Staff Areas associated with the services.

The second are those required to provide the additional or special services identified by the community as important. These include a Storytelling Room, Literacy Services, a variety of options for study areas, Public Meeting Rooms, Computer Center, a space for the Friends of the Library to sort and sell gift books to raise funds for the library, and a History Room.

The third type of space includes amenities that are not directly related to library service. The three proposed spaces of this type are a Refreshment Area, a Performance Space and Art Exhibit Space.

The fourth type of space is the non-assignable area required for utilities and traffic flow.

Major spaces are listed below according to these four space types. Each major area listed includes a brief description of its function, and a survey of its public seating, public technology workstations, shelving and workroom requirements. The County Library identified each library function and the furnishings and equipment needed for each; the space allocations were validated with information from the *Libris* Design Building Program software developed by the California State Library."

The City can use this information to plan for a library with a range of sizes and services. The basic library service spaces would be included in any library design. There are a number of options within the special services and amenities categories from which selections may be made, according to budget constraints. The non-assignable allocation needs to be added to any design plan. An example of this "building block" process is shown at the end of the chapter.

BASIC LIBRARY SERVICE SPACES

ADULT SERVICES

The Adult Services Area is a busy part of the library. It houses a number of collections for adult readers including the reference collection, general fiction and

non-fiction collections, the browsing collection of new materials and popular topics, the Large Type collection, the adult media collection and the adult languages collection. It also contains magazines and newspapers.

Reference librarians assist patrons in the selection and use of library materials from the reference desk. Computer workstations are clustered in this area as well.

This area should include four staff workstations, and one additional computer station for quick use with the public, 56 public technology stations, shelving for a variety of materials, and 112 readers' seats. There are currently 3 workstations and 26 public technology stations.

Estimated size: 15,936 sq. ft. (detail below)

- ✓ Reference desk and collections: 1435 sq. ft.
- ✓ General collections: 6341 sq. ft.
- ✓ Browsing collection: 2063 sq. ft.
- ✓ Large Type collection: 436 sq. ft.
- ✓ Adult media collection: 1499 sq. ft.
- ✓ Adult languages collection: 2250 sq. ft.
- ✓ Periodicals collection: 762 sq. ft.
- ✓ Computer clusters: 1150 sq. ft.

CHILDREN'S SERVICES

The Children's Services Area is the focal point for library activities for children from birth to age 13. It includes two service populations with different needs-preschool children, and school-aged readers. This area includes the reference desk and collection, children's computers, magazines for children, media for children, picture books, the general collection for older readers, language materials, and a parent's corner. Family restrooms are in this area.

This area currently includes 2 staff workstations, 8 computers and 55 seats. It should be expanded to include 4 work stations, 25 public technology stations, and 82 reader seats to accommodate and manage the heavy after-school and weekend use of the children's area.

Estimated size: 9,121 sq. ft. (detail below)

- ✓ Reference desk and collections: 1103 sq. ft.

- ✓ Computer cluster: 720 sq. ft.
- ✓ Magazines: 244 sq. ft.
- ✓ Media collection: 1100 sq. ft.
- ✓ Picture book collection: 2739 sq. ft.
- ✓ General collection (Grades 3+): 2622 sq. ft.
- ✓ Language collection: 504 sq. ft.
- ✓ Parents' collection: 89 sq. ft.
- ✓ Storage: 200 sq. ft.

TEEN SERVICES

This is an inviting space for teens, with a distinct identity. It is more a “space” than a collection, and includes recreational paperbacks, magazines and popular media on display shelving. Teens will use the adult collection for their school assignments.

This area does not have a staff workstation, but includes six public technology computers, shelving for browsing materials, two one-person tables and eight lounge chairs with shared end tables.

Estimated size: 1,066 sq. ft.

CIRCULATION SERVICES

The Circulation Area is the first service desk within the library. Here books are checked in and out, library card applications are filled out and processed, reserve books are picked up, and fines are paid. Books returned through book slots are sorted here for re-shelving. This area includes the Circulation desk, and the Book Return Sorting Room. Nearby are the self-check stations and the Copy Room for independent use by patrons.

This area includes five staff workstations at the desk and two in the Book Sorting Room, no public technology stations, shelving for reserve books, and no readers' seats.

Estimated size: 2854 sq. ft. (detail below)

- ✓ Circulation desk, with queuing line: 1380 sq. ft.
- ✓ Six Self checkout stations: 270 sq. ft.
- ✓ Book Return Sorting Room: 1029 sq. ft.

- ✓ Copy Room: 175 sq. ft.

STAFF AREAS

The staff area is where the behind-the-scenes work is done by staff and volunteers. Because of the size of the building and the large number of staff, a separate workroom is provided for each of the three functions—circulation, adult/teen reference and children’s reference. The supervisor for each area could use a private space for confidential meetings with subordinates or patrons. Included in this area are the staff break room, general library storage, staff office equipment such as a photocopier and fax, and the shipping and delivery area needed for the exchange of books between libraries.

This area includes 36 staff workstations, no public technology stations, shelving for work in progress, and no seats for readers’.

Estimated size: 3855 sq. ft. (detail below)

- ✓ Community Library Supervisor’s office: 150 sq. ft.
- ✓ Circulation staff workroom: 1217 sq. ft.
- ✓ Adult Services workroom: 709 sq. ft.
- ✓ Children’s Services workroom: 822 sq. ft.
- ✓ Staff break room: 580 sq. ft.
- ✓ Shipping and delivery/staff entrance: 192 sq. ft.
- ✓ Photocopy: 85 sq. ft.
- ✓ Library storage: 200 sq. ft.

SPECIAL SERVICES

Several special service spaces have been proposed for the new Milpitas Library. They are listed below with a brief description:

STORYTELLING ROOM

Storytelling is an integral part of the activities for children. Currently, large storytelling programs, which draw 125 toddlers and parents, are conducted in the Community Room. It is recommended that these activities be provided closer to the children’s collections and children’s services area, if possible. The room could be used for class visits, craft programs, and for study space when not being used for

storytelling. All of these activities support formal learning and lifelong learning, two priority services.

Estimated size: 1400 sq. ft.

- ✓ Storytelling Room: 1,200 sq. ft.
- ✓ Chair and table storage: 200 sq. ft.

LITERACY SERVICES

There are two components to this service. The first is the collection for new readers and two tutoring rooms or alcoves where tutor-student pairs can work together with some degree of privacy. The Vision Literacy staff will also use the tutoring rooms to interview potential students and tutors.

The second is the administration of the literacy program. The Milpitas Library is the headquarters for staff coordinating the County Library's Vision Literacy Service throughout the north county area. Vision Literacy staff interview and train potential tutors, interview potential students, and provide programs for the family literacy participants. An office for the North County Coordinator and shared workstations for the seven staff members are needed.

Estimated size: 946 sq. ft. (detail below)

- ✓ Office/workrooms: 574 sq. ft.
- ✓ New Reader Shelving: 72 sq. ft.
- ✓ Tutoring rooms: 2 @ 150 sq. ft. = 300 sq. ft.

STUDY AREA OPTIONS

There were four different proposals for providing study space for library patrons. Each provides a slightly different study experience.

- Group Study Rooms have been proposed by both staff and community members. The rooms would seat 6 at a table or counter and would be visible from the adult reference desk.

Estimated size: 175 sq. ft.

- A Quiet Study Room would provide acoustically controlled space for the serious student. Visible (through a glass wall) from the Adult services Area; it would provide workspace for 20 1-person study tables.

Estimated size: 750 sq. ft.

- A Group Study Area would be used by several groups (36 total), but in the same space.

Estimated size: 720 sq. ft.

- A Homework Center would include both table seating and technology workstations for study. A recommended configuration would include eight 1-person tables, six 4-person tables and fourteen technology workstations, which could serve 46 people. It could be supervised from the reference desk. If homework assistance were provided, it would have its own staff to provide supervision.

This room could also be used as a computer-training center during hours it is not being used as a Homework Center by students.

Estimated size: 1610 sq. ft.

PUBLIC MEETING ROOMS

There is a demand for both large and small meeting and Community Room space in Milpitas. Three possibilities are listed below.

- There was a need expressed by staff for a Conference Room that could seat up to 12 people for staff and volunteer training. Its use would be more flexible if this were a Conference Room available to both staff and community members for meetings, and were in the public area of the library, with blinds to provide privacy when needed.

Estimated size: 350 sq. ft.

- An Auditorium or Community Room would hold 150 people and would be used for large library programs as well as cultural and performing arts productions. It would have a kitchenette for the preparation of refreshments and storage for chairs and tables.

Estimated size: 2,100 sq. ft.

- Meeting Rooms, smaller conference rooms were requested for the holding the meetings of the many community and service organizations in Milpitas. Estimate sizes for different seating capacities are listed below:

Room seating 50: 550 sq. ft.

COMPUTER CENTER

The need for a Computer Center was suggested by a number of community members. This could be part of the Adult Services Area, supervised by the reference librarians, or it could be more a computer-training center with its own staff and location. A similar area was proposed by staff as a Computer Training/Orientation Room.

Estimated size: 995 sq. ft., includes 20 technology workstations and an instructor.

FRIENDS SORTING ROOM AND FRIENDS BOOKS SALE AREA

The Friends' Sorting Room and Friends' Book Sale Area provides a room for the Friends of the Library to sort the many gift books that the library receives, and provides shelving near the library entry for the display of books for library patrons to purchase. This on-going book sale operation raises funds that are donated to the library. The estimated size is 778 sq. ft.

Estimated size of Sorting Room: 317 sq. ft.

Estimated size of Book Sale Display: 48 sq. ft. (4 sections of shelving)

HISTORY ROOM

A History Room was suggested by staff as a place for local history files and materials. Participants in the focus groups considered this a low priority. If a separate room is not provided, these materials would be integrated into the general adult reference collection.

Estimated size: is 277 sq. ft.

AMENITIES

REFRESHMENT AREA

A refreshment area would be either an interior place or an exterior patio for the public to eat their own snacks or to purchase light refreshments from vending machines or a contract vendor. This was not raised during the community meetings, but has been requested of staff by library users, particularly children coming to the library directly from school. The estimated space below would accommodate seating for twelve at café tables.

Estimated size: 300 sq. ft.

PERFORMANCE SPACE

Some participants in the needs assessment process suggested that the library include space for practice and performance of programs. There was not consensus on this,

nor was the space need clearly identified. Performances could be presented in the Library's Community Room, which seats 150. If additional or dedicated space is desired, the size can be determined by allowing 12 sq. ft. per seat and adding any peripheral space needed such as dressing rooms, stage, lighting and sound control space, and storage for props and gear.

Estimated size: To Be Determined

ART EXHIBIT SPACE

A number of community members recommended that the library include space for the display of art and artifacts of local artists, craftsmen, and students. Built-in casework for small displays could be included at the library entrance and throughout the building. Rails can be provided on walls with lower shelving to hang pictures.

Estimated size: N/A

NON-ASSIGNABLE SPACES

Non-assignable spaces are utility areas required for the functioning of the building. They include stairways; elevators; corridors; interior walkways; restrooms; duct shafts; the mechanical, electrical, custodial, and communications rooms; and wall thickness.

With a multi-story library building, it would be advisable to allow 25 to 30 percent (25-30%) for non-assignable space in the plan.

SUMMARY OF SPACES

Table VII-1 outlines possible spaces and an estimate of required square feet for each.

Spaces	Allocation in Square Feet
Basic Services Space Allocations-Required	
Adult services	15,936
Children's Services	9,881
Teen Services	1,066
Circulation Services	2,854
Staff Areas	3,855
Basic Services Subtotal	33,592
Non-Assignable Space (30% of gross total)	14,397
Basic Services Total	47,989
Special Services-Optional	
Storytelling Room	1,400
Literacy Services	
Shelving and Tutoring Rooms (2)	372
Vision Literacy Workroom	574
Study Area Options	
Group Study Room Seating 6	175 each
Group Study Seating 36	720
Quiet Study Room Seating 20	750
Homework Center Seating 46	1,610
Public Meeting Rooms	
Community Room Seating 150	2,100
Conference Room Seating 12	350
Room Seating 50	650
Computer Center Seating 20	995
Friends Sorting and Book Sale Area	365
History Room	277
Amenities-Optional	
Refreshment Area	300
Performance Space	To Be Determined
Art Exhibit Space	N/A

Table VII- 1
Space Summary

SAMPLE "BUILDING BLOCK" PROGRAM FOR THE MILPITAS LIBRARY

Any number of programs can be developed using the space building blocks outline in Table VII-2 below. The sample above includes the basic service spaces, and a number of optional spaces: a storytelling room to enhance the children's area and help control some of the noise associated with programs and class visits; literacy services to support the adult basic literacy service priority; three small group study

rooms for students with group homework projects; a homework center to support the formal education of children; a large community room for both library and community programs; a conference room that can be used by both staff and the public; and space for the Friends of the Library Group which supports the library services with its book sales.

Spaces	Allocation in Square Feet
Basic Services Space Allocations-Required	
Adult services	15,936
Children's Services	9,881
Teen Services	1,066
Circulation Services	2,854
Staff Areas	3,855
Basic Services Subtotal	33,592
Non-Assignable Space (30% of gross total)	14,397
Basic Services Total	47,989
Special Services-Optional	
Storytelling Room	1,400
Literacy Services	
Shelving and Tutoring Rooms (2)	372
Vision Literacy Workroom	574
Study Area Options	
3 Group Study Rooms Seating 6	525
Homework Center Seating 45	1,610
Public Meeting Rooms	
Community Room Seating 150	2,100
Staff/Public Conference Room	350
Computer Center Seating 20	995
Friends Sorting and Book Sale Area	365
Special Services Subtotal	8,291
Non-Assignable Space (30% of gross total)	3,553
Special Services Total	11,844
Amenities-Optional	
None	
Subtotal (Basic + Special)	41,883
Non-Assignable Space (30% of gross total)	17,950
Total	59,833

Table VII- 2
Sample Design Options

VII-3 Conclusion

With these estimates of space requirements, options for a new Milpitas Library can be explored. The basic functions of a library with a collection of almost 270,000 items would require 33,592 sq. ft., plus 30 percent (30%) gross non-assignable space of 14,397, for a 47,989 square foot building.

Additional space for literacy, a homework center, computer center, community or meeting rooms, study areas, specialty areas for children, and the history collection can be added to this basic service space.

Stakeholder Interviews (by organization)

City Administration and Staff

Henry Manayan, Mayor
Patricia Dixon, Councilmember
Jose Esteves, Councilmember
Jim Lawson, Councilmember
Tom Wilson, City Manager
Blair King, Assistant City Manager
Valerie Barone, Director Planning, Recreation, & Neighborhood Services
Bonnie Greiner, Recreation Division Manager
Emma Karlen, Finance Director
Mike McNeely, City Engineer
Mark Rogge, Principal Engineer
Lynette Wilson, Library Advisory Commission Staff Liaison, Program Coordinator

City Commissions and Community Organizations

Barbara Barrie, Arts Commission
Robin Hays, Arts Commission
Linda Hicks, Arts Commission
Mareile-Angy Ogle, Arts Commission
Linda Rabe, Arts Commission
Cliff Williams, Planning Commission
Paul Hay, Planning Commission
Trinidad Aoalin, Library Advisory Commission
Titus Cascaro, Library Advisory Commission
Diane Davis, Library Advisory Commission, Vice Chair
Sen Fan, Library Advisory Commission
Marilyn Hay, Library Advisory Commission
Armando Gomez, Library Advisory Commission
Carmen Montano, Library Advisory Commission, League of United Latin American Citizens
Helen Rost, Golden Hills Arts Association, President
Julie Cherry, Milpitas Alliance of the Arts

County Library Administration and Milpitas Library Staff

Susan Fuller, County Librarian
Julie Farnsworth, Deputy County Librarian
Evelyn Howard, Santa Clara County Library Consultant
Linda Arbaugh, Community Library Supervisor
Karen Armendariz, Children's Program Librarian
Robert Bright, Library Circulation Supervisor
Dave Deriso, Senior Library Clerk

Samantha Ha, Senior Library Clerk
Melanie McInerney, Librarian
Nancy Rupp, Adult Program Librarian
Diane Salah, Children's Librarian

School Administration, Staff, and Studentbody

Judith Barranti, MUSD Assistant Supervisor of Educational Services
Sandra Edwards, MUSD Assistant Supervisor of Human Resources
Marlin Foxworth, MUSD Superintendent
Marsha Grilli, MUSD Schoolboard member
Glen Ishwata, MUSD Director of Educational Services
Jennifer Tran, Milpitas High School ASB Student Body President

Focus Group and Community Meeting Participants

Focus Group #1

Gunawan Ali-Santosa, Energy Task Force, Telecommunications Commission
Echo Arthur, Sister City Commissioner
Willie Cornfort, Citizen
Eileen Frost, Citizen
Debbie Giordano, Real Estate Broker
Irene Jefferson, Citizen
Jim Pruitt, Boy Scouts
Earl Riebold, Citizen
Joanne Wood, Senior Advisory Commission, Vice Chair
Donna Wynne, Citizens Emergency Preparedness Advisory Committee
Gordon Chan, Citizen

Focus Group #2

Sandy Driscoll, Citizen
Debbie Eitner, Girl Scouts, Teacher
Leslie Flowers, Citizen
Patti Jensen, Jensen School for the Performing Arts, Owner
Paula Johansen, Hillview Printing, Owner
Chris Kaldy, MUSD Band Director
Bessie Louie, Friends of the Library
Bob McGuire, Parks, Recreations, & Cultural Resources Commission, Chair
Yollette Merritt, Community Museum, Director
Annelle Spencer, Friends of the Library, former Planning Commissioner
Phyllis Tang, Citizen
Larry Voellger, Alliance for the Arts, President

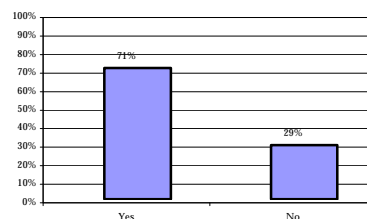
Community Meeting Participants

Jose Esteves, Council member
Linda Arbaugh, Milpitas Library Director
Lynette Wilson, Planning, Recreation, & Neighborhood Services, Program Coordinator
Cynthia Maxwell, Principal Analyst
Patricia Dixon, Council member
Tom Wilson, City Manager
Margie Stephens, Library Advisory Commission Chair, and Friends of the Library President
12 members of the general public

Community Telephone Survey

1. Do you have a current library card for the Santa Clara County Library system?

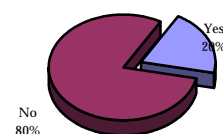
	Percentage	Frequency
Yes	71%	209
No	29%	86
Base		295



Current Santa Clara County Library Card Holder

2. Do you regularly use libraries outside of Milpitas?

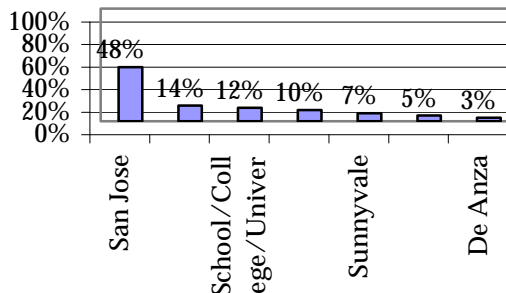
	Percentage	Frequency
Yes	20%	60
No	80%	239
Base		299



Regular Use of Libraries Outside of Milpitas

3. Libraries used outside of Milpitas (Multiple response)

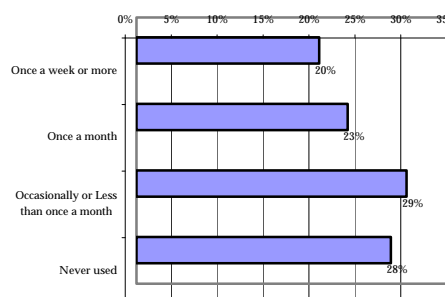
	Percentage	Frequency
San Jose	48%	28
Mountain View	14%	8
School/College/University	12%	7
Santa Clara	10%	6
Sunnyvale	7%	4
Freemont	5%	3
De Anza	3%	2
Other	22%	13
Base		58



Libraries used outside of Milpitas

4. In the last year, how frequently have you used the library in Mil

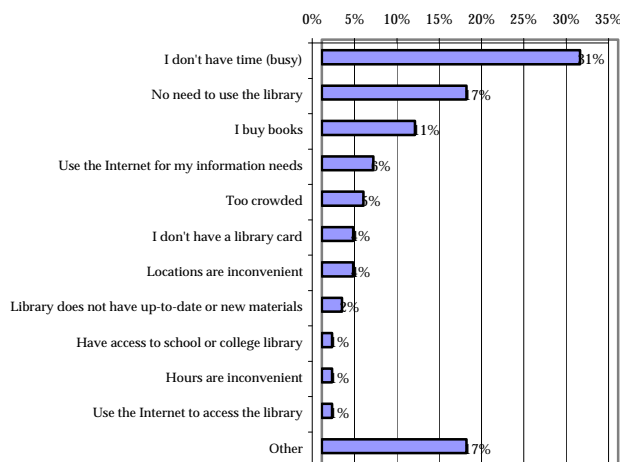
	Percentage	Frequency
Once a week or more	20%	59
Once a month	23%	68
Occasionally or Less than once a month	29%	87
Never used	28%	82
Base		296



Frequency of Use in the last year

5. (ASKED OF NON-USERS): What is the main reason you have not used the library?

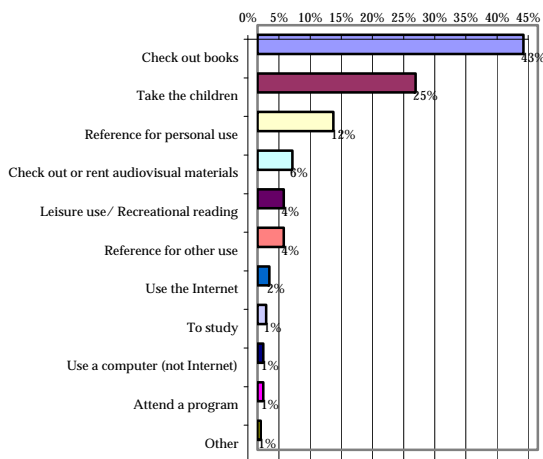
	Percentage	Frequency
I don't have time (busy)	31%	25
No need to use the library	17%	14
I buy books	11%	9
Use the Internet for my information needs	6%	5
Too crowded	5%	4
I don't have a library card	4%	3
Locations are inconvenient	4%	3
Library does not have up-to-date or new materials	2%	2
Have access to school or college library	1%	1
Hours are inconvenient	1%	1
Use the Internet to access the library	1%	1
Other	17%	14
Base		82



Main Reason for Not Using the Library

6. (ASKED OF USERS): What is the main reason you go to the library?

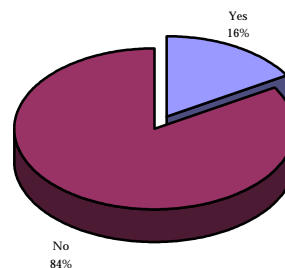
	Percentage	Frequency
Check out books	43%	91
Take the children	25%	54
Reference for personal use	12%	26
Check out or rent audiovisual materials	6%	12
Leisure use/ Recreational reading	4%	9
Reference for other use	4%	9
Use the Internet	2%	4
To study	1%	3
Use a computer (not Internet)	1%	2
Attend a program	1%	2
Other	1%	1
Base		213



Main Reason for Going to the Library

7. Have you visited the Library's website?

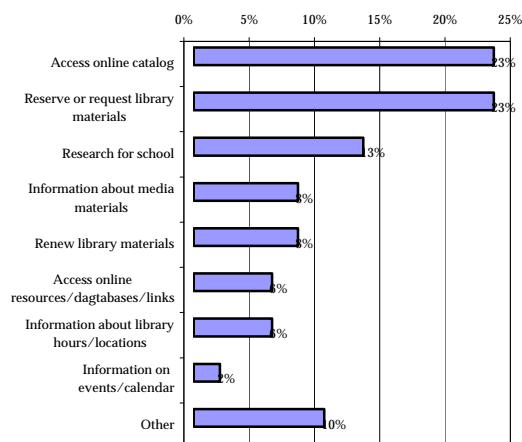
	Percentage	Frequency
Yes	16%	49
No	84%	251
Base		300



Visited the Library's Website

7a. What have you used the website for? (MAIN USE)

	Percentage	Frequency
Access online catalog	23%	11
Reserve or request library materials	23%	11
Research for school	13%	6
Information about media materials	8%	4
Renew library materials	8%	4
Access online resources/databases/links	6%	3
Information about library hours/locations	6%	3
Information on events/calendar	2%	1
Other	10%	5
Base		48

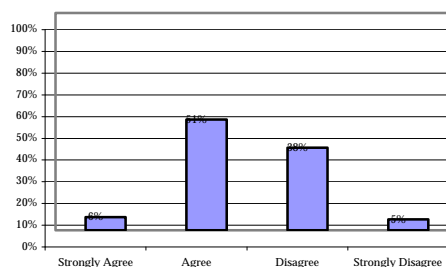


Primary Use of Website

LIBRARY ASSESSMENT

8-1. Agree/Disagree: Often require staff assistance

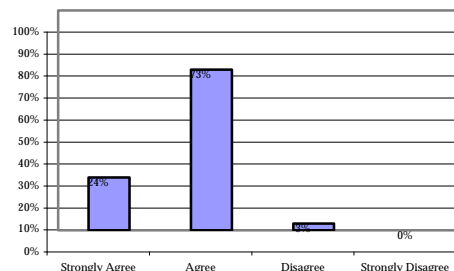
	Percentage	Frequency
Strongly Agree	6%	15
Agree	51%	119
Disagree	38%	90
Strongly Disagree	5%	11
Base		235



Often Require Staff Assistance

8-2. Agree/Disagree: Staff does a good job answering questions

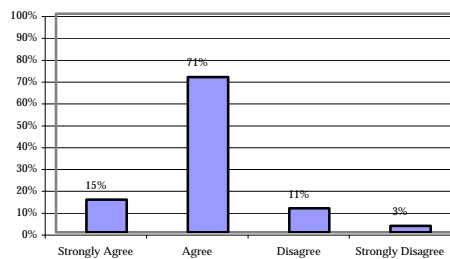
	Percentage	Frequency
Strongly Agree	24%	56
Agree	73%	168
Disagree	3%	7
Strongly Disagree	0%	0
City of Milpitas Base		231



Staff does a good job answering questions

8-3. Agree/Disagree: Do not have to wait long for staff assistance

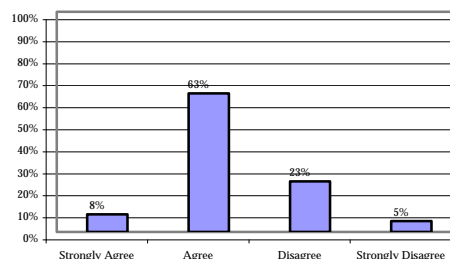
	Percentage	Frequency
Strongly Agree	15%	34
Agree	71%	161
Disagree	11%	26
Strongly Disagree	3%	6
Base		227



Do not have to wait long for staff assistance

8-4. Agree/Disagree: Can find a quiet place to read or work

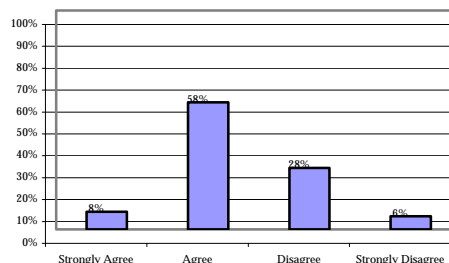
	Percentage	Frequency
Strongly Agree	8%	17
Agree	63%	130
Disagree	23%	48
Strongly Disagree	5%	10
Base		205



Can find a quiet place to read or work

8-5. Agree/Disagree: Can always find a chair or table to use

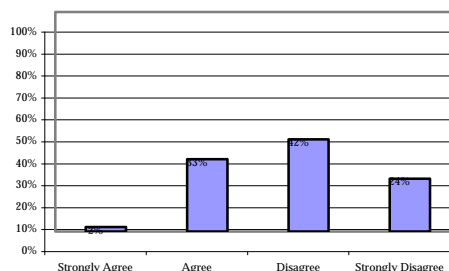
	Percentage	Frequency
Strongly Agree	8%	16
Agree	58%	120
Disagree	28%	57
Strongly Disagree	6%	13
Base		206



Can always find a chair or table to use

8-6. Agree/Disagree: There is sufficient available parking close to the building

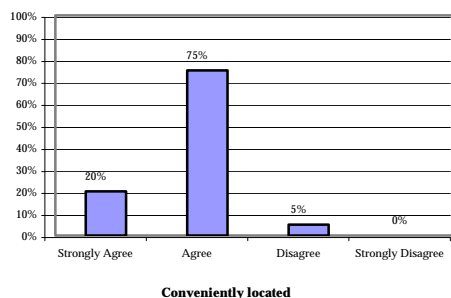
	Percentage	Frequency
Strongly Agree	2%	5
Agree	33%	76
Disagree	42%	97
Strongly Disagree	24%	55
Base		233



Sufficient available parking

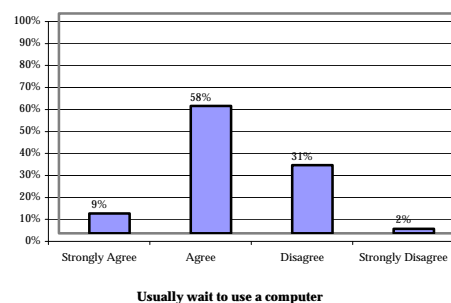
8-7. Agree/Disagree: Conveniently located

	Percentage	Frequency
Strongly Agree	20%	47
Agree	75%	174
Disagree	5%	11
Strongly Disagree	0%	1
Base		233



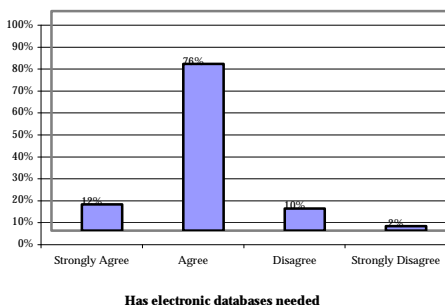
8-8. Agree/Disagree: Usually have to wait to use a computer for Internet access

	Percentage	Frequency
Strongly Agree	9%	10
Agree	58%	62
Disagree	31%	33
Strongly Disagree	2%	2
Base		107



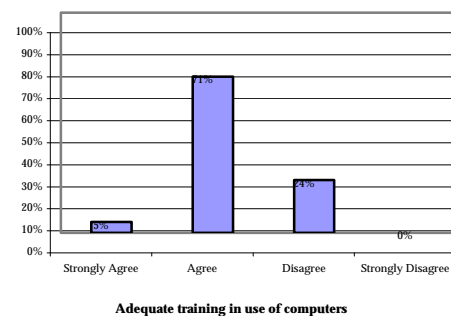
8-9. Agree/Disagree: Has the electronic databases needed

	Percentage	Frequency
Strongly Agree	12%	15
Agree	76%	95
Disagree	10%	13
Strongly Disagree	2%	2
Base		125



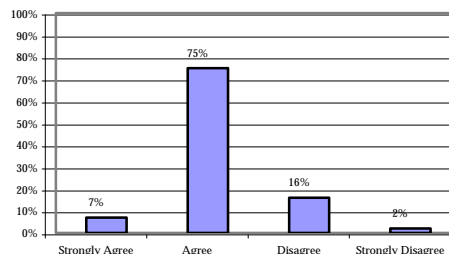
8-10. Agree/Disagree: There is adequate training in use of the computers

	Percentage	Frequency
Strongly Agree	5%	5
Agree	71%	76
Disagree	24%	26
Strongly Disagree	0%	0
Base		107



8-11. Agree/Disagree: Materials are up to date

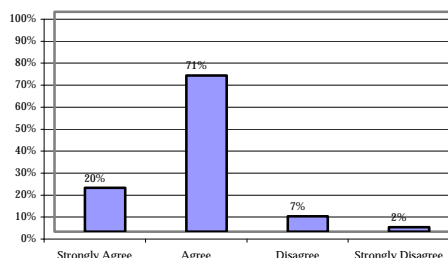
	Percentage	Frequency
Strongly Agree	7%	15
Agree	75%	159
Disagree	16%	34
Strongly Disagree	2%	4
Base		212



Materials are up-to-date

8-12. Agree/Disagree: Generally satisfied

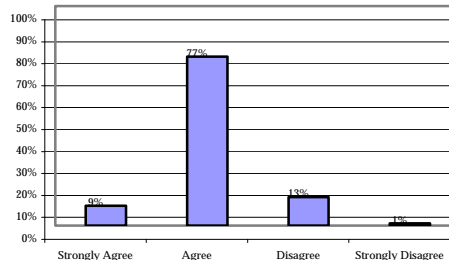
	Percentage	Frequency
Strongly Agree	20%	47
Agree	71%	166
Disagree	7%	17
Strongly Disagree	2%	4
Base		234



Generally satisfied

8-13. Agree/Disagree: Open for enough hours during the week

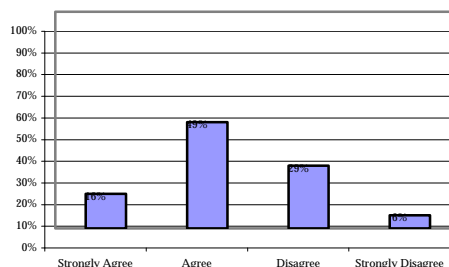
	Percentage	Frequency
Strongly Agree	9%	21
Agree	77%	176
Disagree	13%	29
Strongly Disagree	1%	2
Base		228



Open for enough hours

8-14. Agree/Disagree: Needs to be open for more hours on Fridays and weekends

	Percentage	Frequency
Strongly Agree	16%	33
Agree	49%	102
Disagree	29%	60
Strongly Disagree	6%	12
Base		207

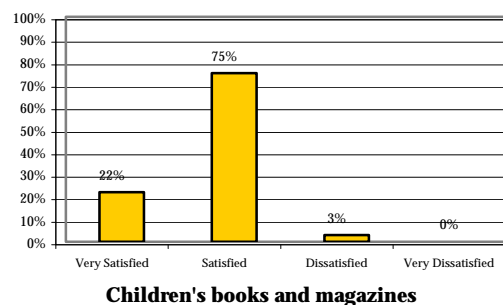


Needs to be open more hours on Fridays and weekends

SATISFACTION

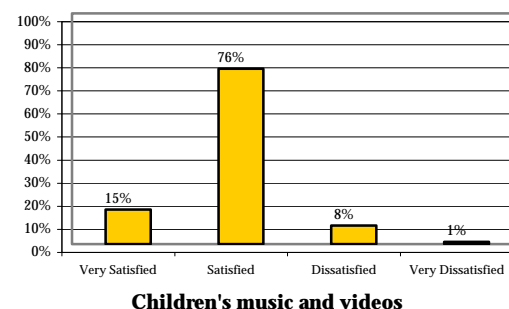
9-1. Satisfaction: Children's books and magazines

	Percentage	Frequency
Very Satisfied	22%	36
Satisfied	75%	120
Dissatisfied	3%	4
Very Dissatisfied	0%	0
Base		160



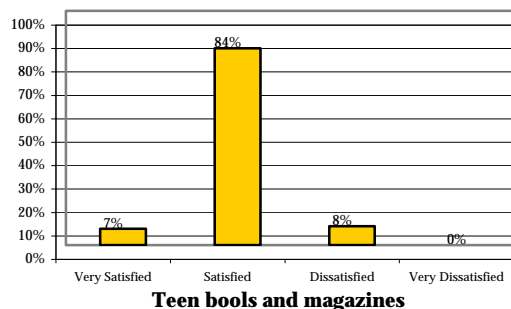
9-2. Satisfaction: Children's music and videos

	Percentage	Frequency
Very Satisfied	15%	20
Satisfied	76%	99
Dissatisfied	8%	11
Very Dissatisfied	1%	1
Base		131



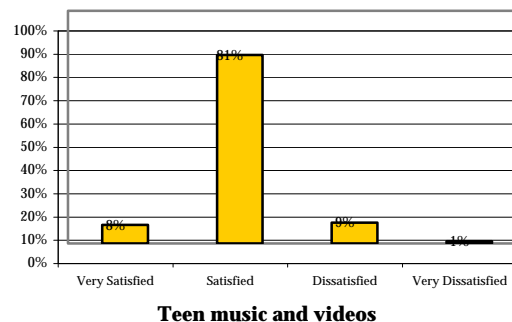
9-3. Satisfaction: Teen books and magazines

	Percentage	Frequency
Very Satisfied	7%	7
Satisfied	84%	80
Dissatisfied	8%	8
Very Dissatisfied	0%	0
Base		95



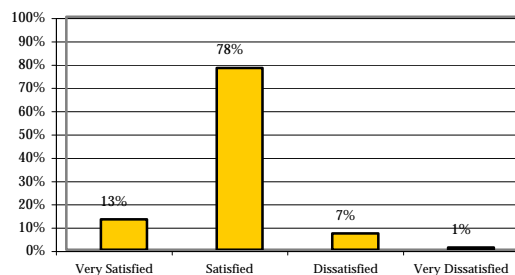
9-4. Satisfaction: Teen music and videos

	Percentage	Frequency
Very Satisfied	8%	7
Satisfied	81%	69
Dissatisfied	9%	8
Very Dissatisfied	1%	1
Base		85



9-5. Satisfaction: Books and magazines for adults

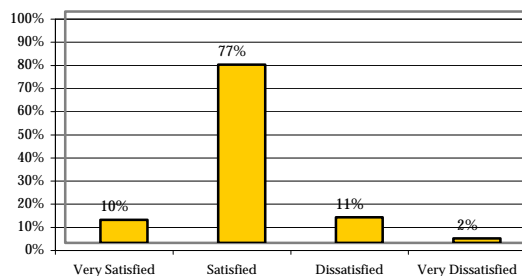
	Percentage	Frequency
Very Satisfied	13%	27
Satisfied	78%	160
Dissatisfied	7%	15
Very Dissatisfied	1%	2
Base		204



Adult books and magazines

9-6. Satisfaction: Music and videos for adults

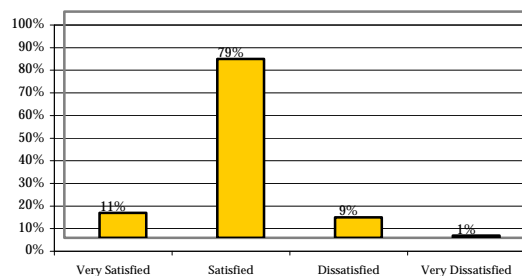
	Percentage	Frequency
Very Satisfied	10%	17
Satisfied	77%	125
Dissatisfied	11%	18
Very Dissatisfied	2%	3
Base		163



Adult music and videos

9-7. Satisfaction: Print reference resources

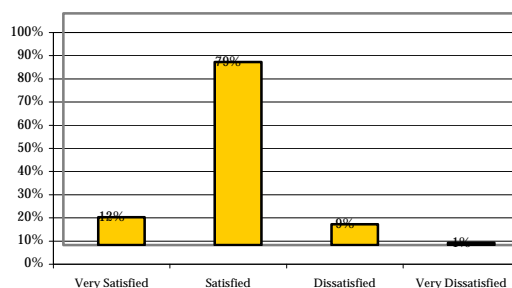
	Percentage	Frequency
Very Satisfied	11%	18
Satisfied	79%	127
Dissatisfied	9%	15
Very Dissatisfied	1%	1
Base		161



Print reference resources

9-8. Satisfaction: Electronic reference resources

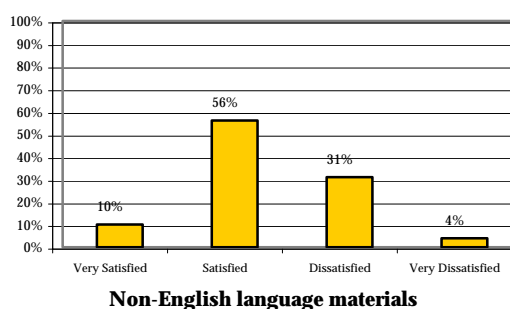
	Percentage	Frequency
Very Satisfied	12%	13
Satisfied	79%	89
Dissatisfied	9%	10
Very Dissatisfied	1%	1
Base		113



Print reference resources

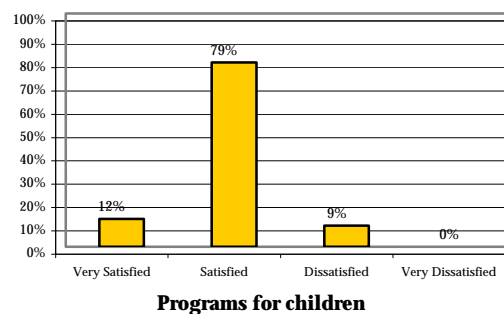
9-9. Satisfaction: Non-English language materials

	Percentage	Frequency
Very Satisfied	10%	11
Satisfied	56%	64
Dissatisfied	31%	35
Very Dissatisfied	4%	4
Base		114



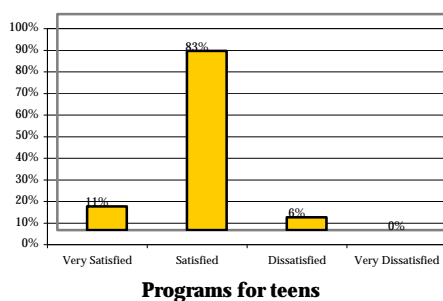
9-10. Satisfaction: Programs for children

	Percentage	Frequency
Very Satisfied	12%	14
Satisfied	79%	89
Dissatisfied	9%	10
Very Dissatisfied	0%	0
Base		113



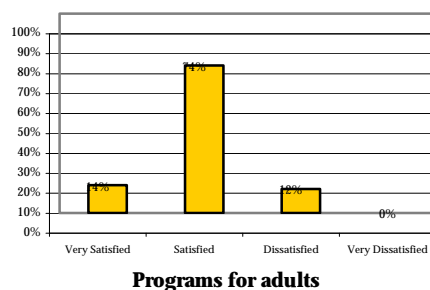
9-11. Satisfaction: Programs for teens

	Percentage	Frequency
Very Satisfied	11%	7
Satisfied	83%	54
Dissatisfied	6%	4
Very Dissatisfied	0%	0
Base		65



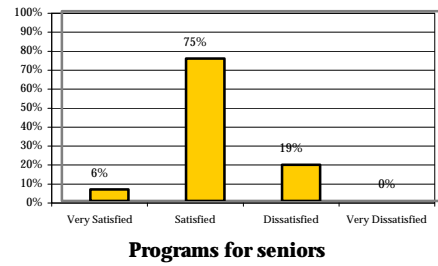
9-12. Satisfaction: Programs for adults

	Percentage	Frequency
Very Satisfied	14%	13
Satisfied	74%	69
Dissatisfied	12%	11
Very Dissatisfied	0%	0
Base		93

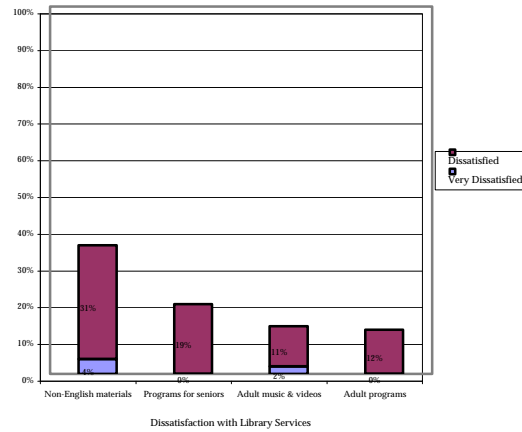
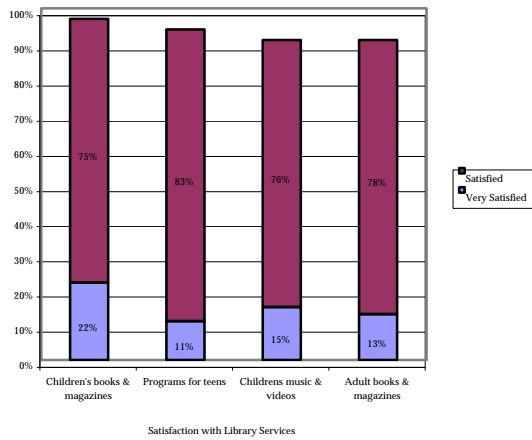


9-13. Satisfaction: Programs for seniors

	Percentage	Frequency
Very Satisfied	6%	3
Satisfied	75%	36
Dissatisfied	19%	9
Very Dissatisfied	0%	0
Base		48

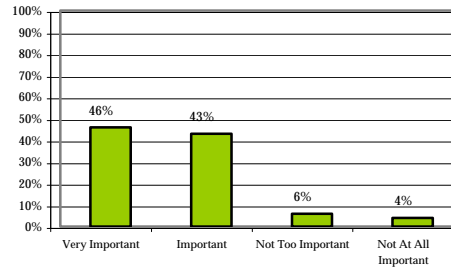


Question 9 summary



11-1. Provide learning support to students

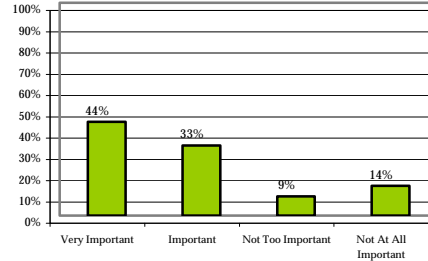
	Percentage	Frequency
Very Important	46%	136
Important	43%	126
Not Too Important	6%	18
Not At All Important	4%	13
Base		293



Learning support for students

11-2. Provide a place for kids to stay after school

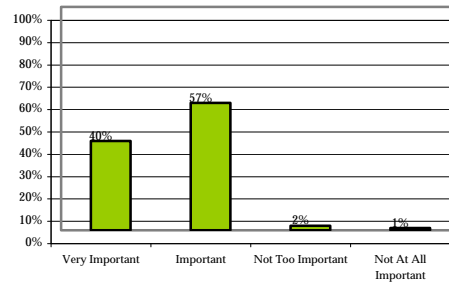
	Percentage	Frequency
Very Important	44%	122
Important	33%	93
Not Too Important	9%	26
Not At All Important	14%	39
Base		280



Place for kids to stay after school

11-3. Offer general information and answers to questions

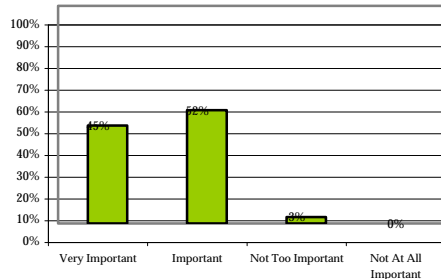
	Percentage	Frequency
Very Important	40%	119
Important	57%	169
Not Too Important	2%	6
Not At All Important	1%	2
Base		296



Offer general information and answers to questions

11-4. Help people find, evaluate and use information

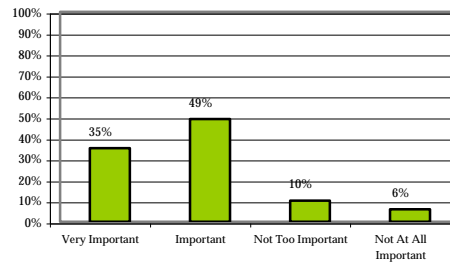
	Percentage	Frequency
Very Important	45%	132
Important	52%	154
Not Too Important	3%	9
Not At All Important	0%	0
Base		295



Help people find, evaluate and use information

11-5. Help people pursue individual learning and development goals

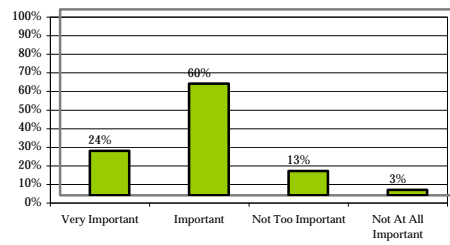
	Percentage	Frequency
Very Important	35%	99
Important	49%	141
Not Too Important	10%	28
Not At All Important	6%	18
Base		286



Help people pursue individual learning and development goals

11-6. Offer local history services

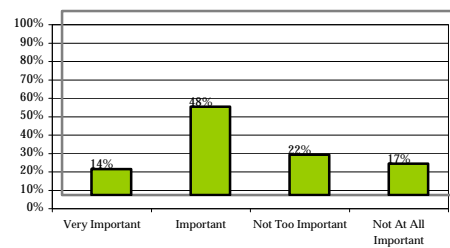
	Percentage	Frequency
Very Important	24%	70
Important	60%	174
Not Too Important	13%	37
Not At All Important	3%	10
Base		291



Offer local history services

11-7. Offer genealogy services

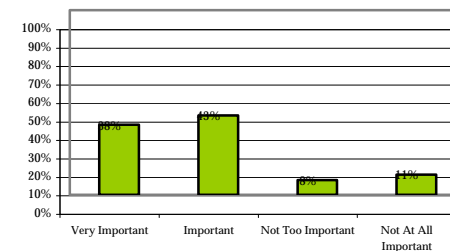
	Percentage	Frequency
Very Important	14%	38
Important	48%	133
Not Too Important	22%	60
Not At All Important	17%	48
Base		279



Offer genealogy services

11-8. Help adults develop basic reading and writing skills

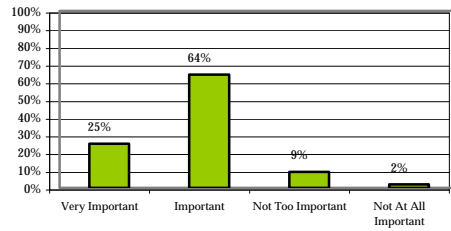
	Percentage	Frequency
Very Important	38%	110
Important	43%	125
Not Too Important	8%	23
Not At All Important	11%	31
Base		289



Help adults develop basic reading and writing skills

11-9. Provide resources relating to popular culture and recreation

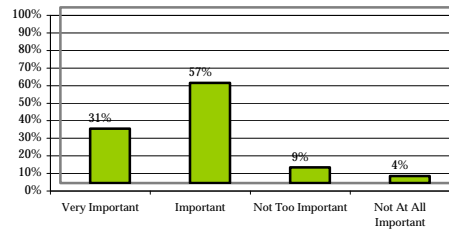
	Percentage	Frequency
Very Important	25%	72
Important	64%	183
Not Too Important	9%	26
Not At All Important	2%	5
Base		286



Provide resources relating to popular culture and recreation

11-10. Provide services that may help residents better understand their own and others' cultural heritage

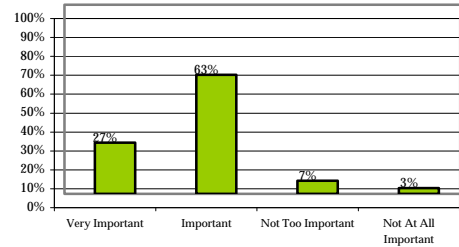
	Percentage	Frequency
Very Important	31%	90
Important	57%	166
Not Too Important	9%	26
Not At All Important	4%	11
Base		293



Provide service that help residents better understand their own and others' cultural heritage

11-11. Provide information on community events and organizations

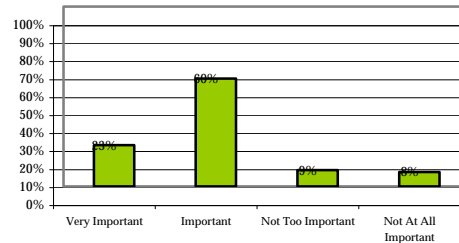
	Percentage	Frequency
Very Important	27%	80
Important	63%	182
Not Too Important	7%	20
Not At All Important	3%	9
Base		291



Provide information on community events and organizations

11-12. Be a place for community to meet and interact

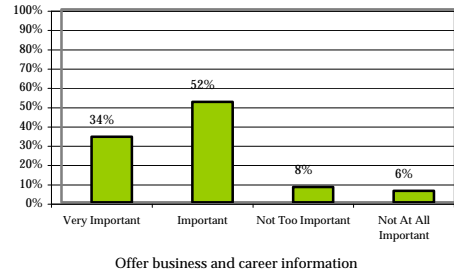
	Percentage	Frequency
Very Important	23%	65
Important	60%	172
Not Too Important	9%	27
Not At All Important	8%	23
Base		287



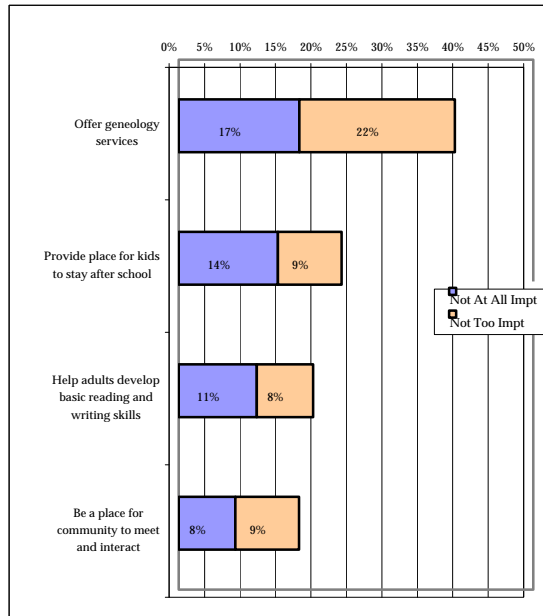
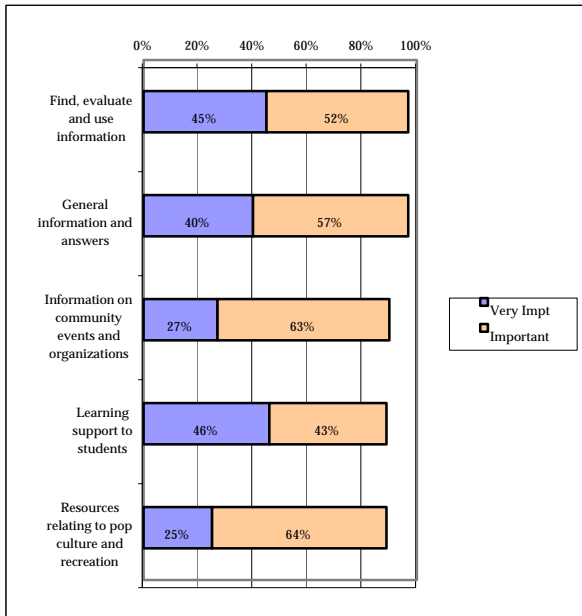
Be a place for community to meet and interact

11-13. Offer business and career information

	Percentage	Frequency
Very Important	34%	93
Important	52%	143
Not Too Important	8%	22
Not At All Important	6%	17
Base		275



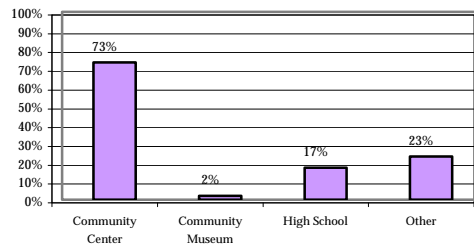
Question 11 summary



ARTS

12. Where in Milpitas would you go in order to see a performing arts production, such as a play or concert?
(Multiple response)

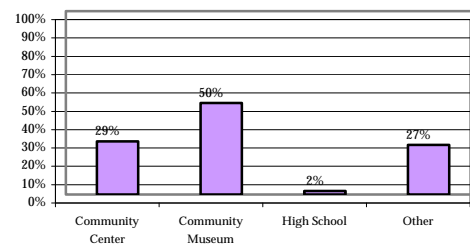
	Percentage	Frequency
Community Center	73%	122
Community Museum	2%	4
High School	17%	28
Other	23%	39
Base		167



Place to see performing arts productions

13. Where in Milpitas would you go to find an exhibit of art, such as paintings or sculpture?
(Multiple response)

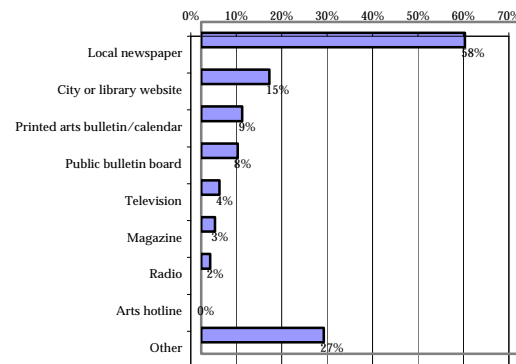
	Percentage	Frequency
Community Center	29%	38
Community Museum	50%	66
High School	2%	2
Other	27%	35
Base		131



Place to find an exhibit of art

14. What sources do you use to get information on the arts in Milpitas?
(Multiple response)

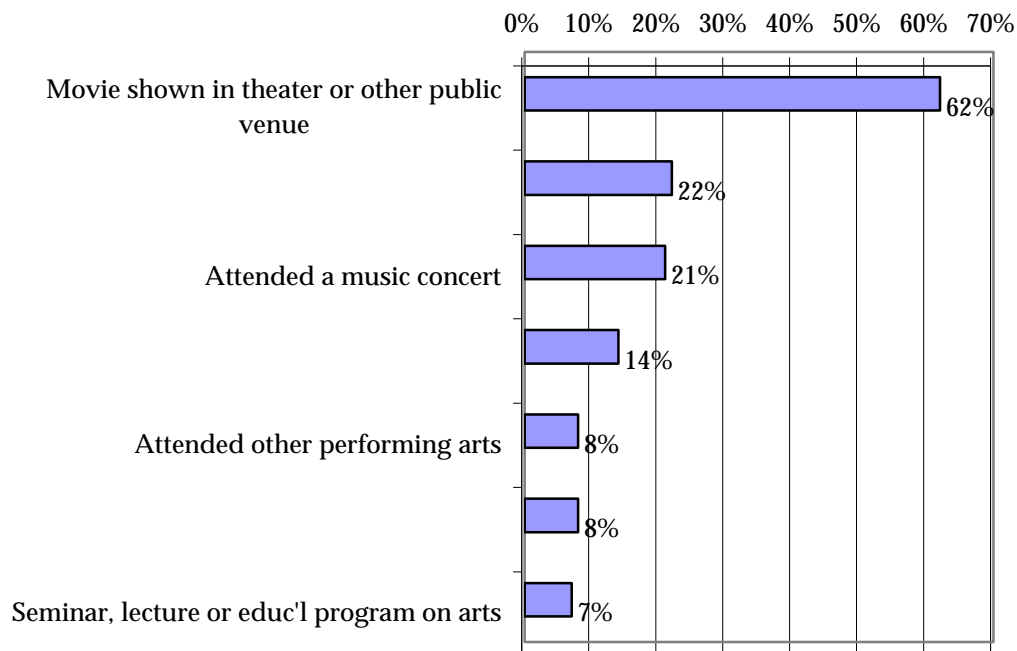
	Percentage	Frequency
Local newspaper	58%	131
City or library website	15%	35
Printed arts bulletin/calendar	9%	21
Public bulletin board	8%	19
Television	4%	10
Magazine	3%	6
Radio	2%	4
Arts hotline	0%	1
Other	27%	61
Base		266



Sources of Information on the arts

15. Since January 2001, have you:

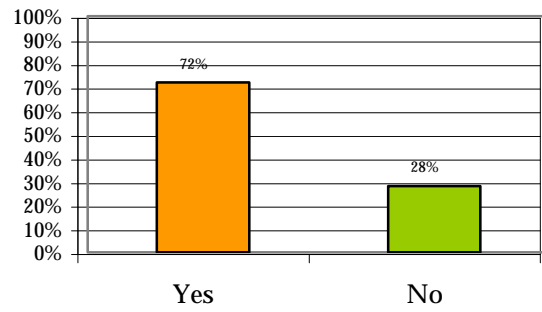
	Yes	No	Base	1-3 times	4-6 times	7-9 times	10+ times	Base
Attended a music concert or similar program?	21% 63	79% 236	299	81% 48	10% 6	3% 2	5% 3	59
Seen an exhibit of art, such as painting or sculpture?	22% 66	78% 233	299	87% 53	1% 6	2% 1	2% 1	61
lecture or other educational program on the arts?	7% 21	93% 278	299	81% 13	0% 0	6% 1	13% 2	16
Attended a play or other dramatic production?	14% 42	86% 257	299	86% 31	6% 2	6% 2	3% 1	36
Seen a movie shown in a theater or other public venue?	62% 185	38% 114	299	31% 56	23% 41	12% 21	35% 64	182
Attended other performing arts programs?	8% 25	92% 274	299	86% 18	10% 2	5% 1	0% 0	21
Attended other visual arts programs?	8% 23	92% 276	299	70% 14	15% 3	15% 3	0% 0	20



Attended or seen since January 2001

16. Would you prefer to attend more arts events or programs in Milpitas?

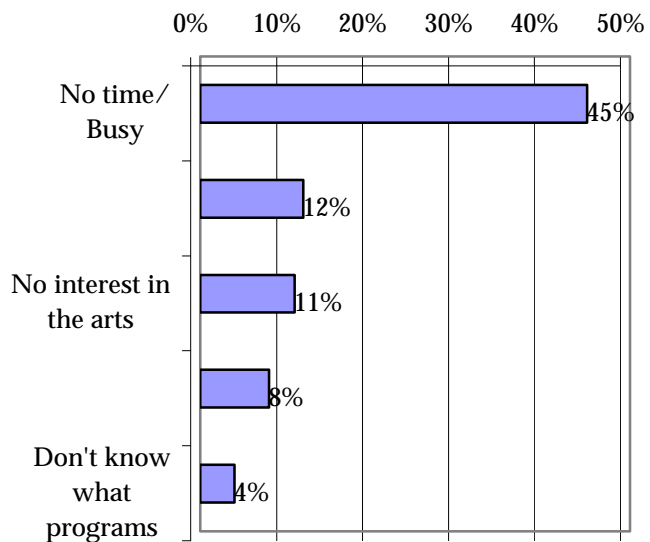
	Percentage	Frequency
Yes	72%	190
No	28%	73
Base		263



Prefer to attend more arts events or programs

17. What is the main reason that you don't attend more?

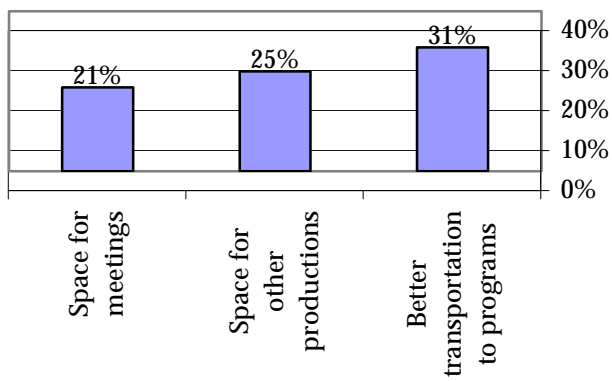
	Percentage	Frequency
No time/ Busy	45%	130
Don't know where programs are conducted in Milpitas	12%	36
No interest in the arts	11%	33
Available programming does not interest me	8%	22
Don't know what programs exist	4%	12
Times are inconvenient	2%	6
Locations are inconvenient	2%	5
Too expensive	1%	3
Can't take the children	1%	3
Other	13%	39
None -- Don't need to attend more programs	1%	2
Base		291



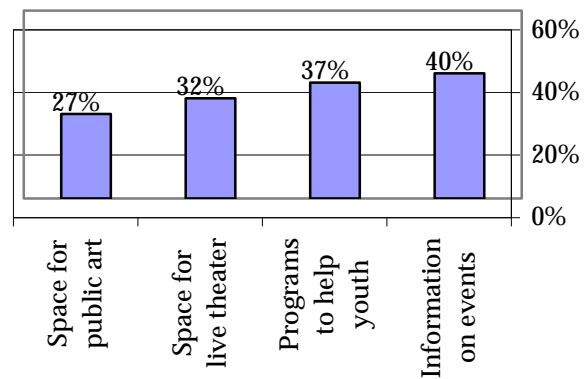
Main reason for not attending more

18. Needed in Milpitas:

	Urgent	Somewhat	Not at All	Base
Greater diversity in the type of events or exhibits available to the public	25% 52	59% 121	15% 31	204
More arts education programs	25% 55	63% 140	13% 28	223
More information on what events will be taking place	40% 95	49% 118	11% 27	240
More programs to help youth develop their interests and abilities in the arts	37% 88	57% 137	6% 15	240
More adult-oriented events, exhibits, or	22% 47	62% 133	16% 34	214
More space to exhibit public art	27% 58	58% 124	14% 30	212
More space for live theater production	32% 64	54% 110	14% 29	203
More space for other productions, including films	24% 50	51% 109	25% 53	212
More space for meetings of art groups or organizations	23% 45	55% 106	21% 41	192
Better transportation to programs or events	25% 55	44% 99	31% 69	223



Not Needed At All

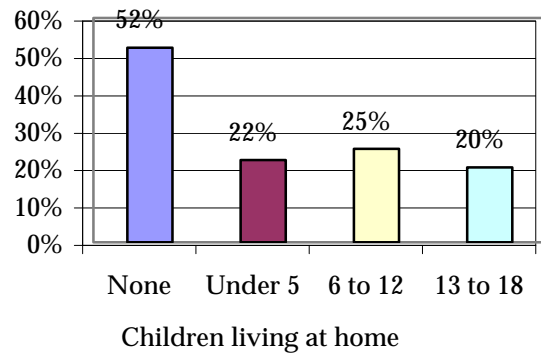


Urgently Needed

RESPONDENTS

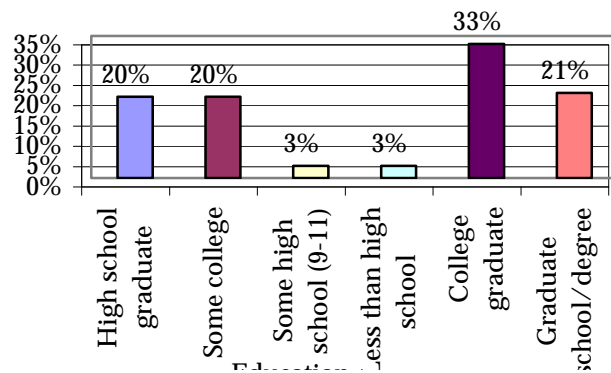
19. Do you have any children living at home? In what ages? (Multiple response)

	Percentage	Frequency
None	52%	152
Under 5	22%	64
6 to 12	25%	75
13 to 18	20%	59
Base		295



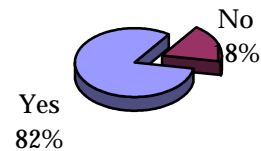
20. Last grade or level completed in school

	Percentage	Frequency
High school graduate	20%	60
Some college	20%	59
Some high school (9-11)	3%	10
Less than high school	3%	8
College graduate	33%	98
Graduate school/degree	21%	63
Base		298



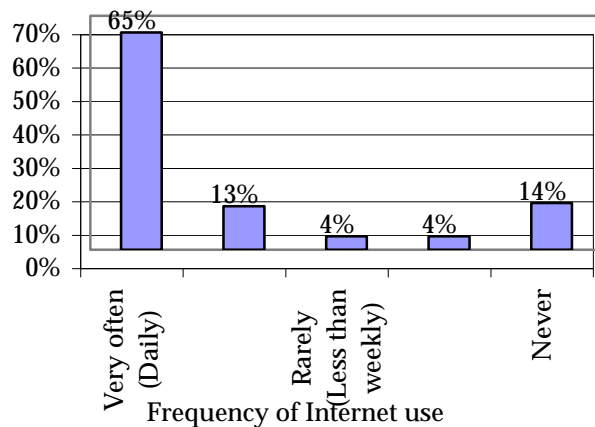
21. Internet access outside of the Library

	Percentage	Frequency
Yes	82%	247
No	18%	53
Base		300



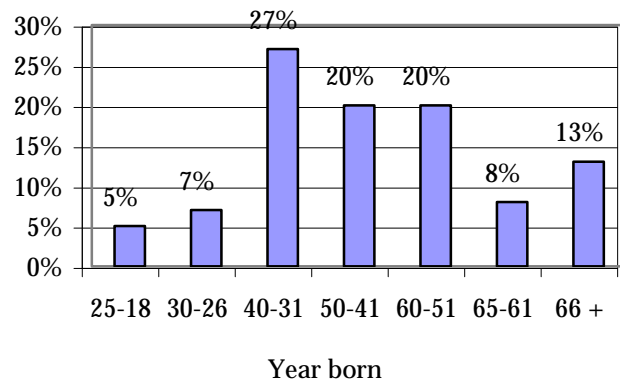
22. How often do you use the Internet?

	Percentage	Frequency
Very often (Daily)	65%	192
Often (A few days a week)	13%	40
Rarely (Less than weekly)	4%	11
Very rarely (Once a month or only when necessary)	4%	12
Never	14%	42
Base		297



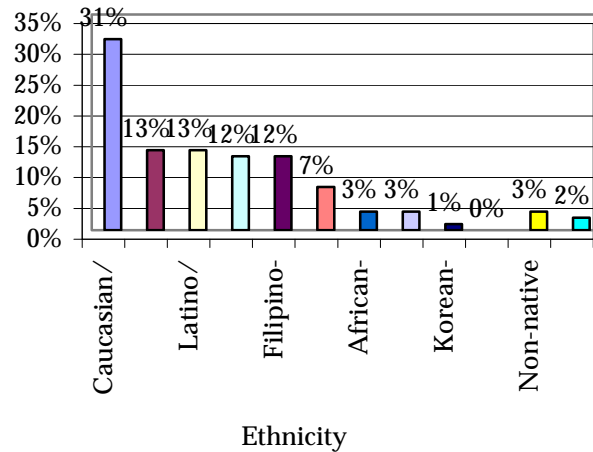
23. Year born

	Percentage	Frequency
25-18	5%	15
30-26	7%	20
40-31	27%	76
50-41	20%	56
60-51	20%	57
65-61	8%	23
66 +	13%	37
Base		284



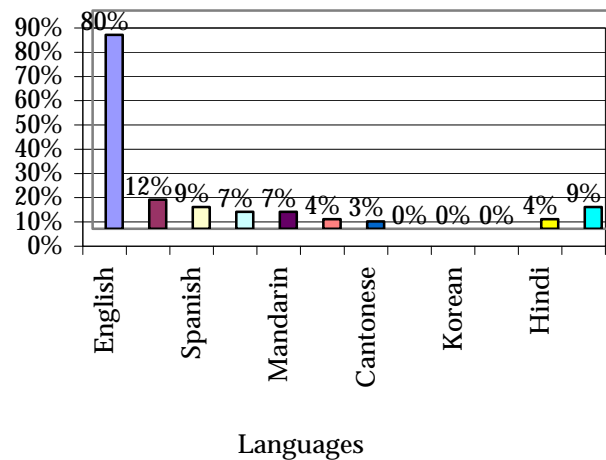
24. Ethnic group

	Percentage	Frequency
Caucasian/ White	31%	91
Chinese-American	13%	40
Latino/ Hispanic	13%	38
Vietnamese-American	12%	37
Filipino-American	12%	35
Asian-Indian-American	7%	22
African-American	3%	8
Other Asian-American	3%	8
Korean-American	1%	3
Native American	0%	1
Non-native (Eastern) Indian	3%	10
Other	2%	5
Base		298



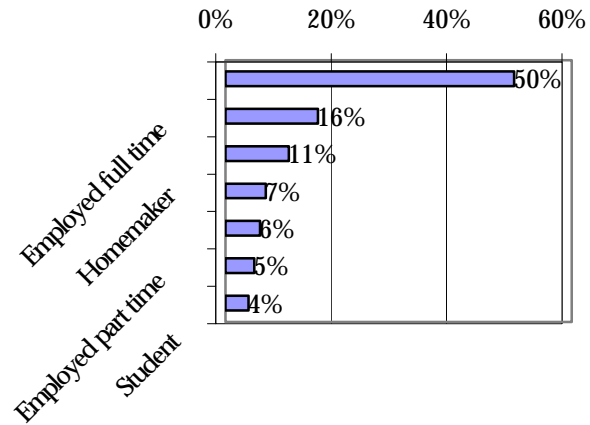
25. Primary language(s) spoken in household (Multiple response)

	Percentage	Frequency
English	80%	240
Vietnamese	12%	35
Spanish	9%	26
Tagalog/ Filipino	7%	20
Mandarin	7%	20
Chinese	4%	13
Cantonese	3%	10
Khmer (Cambodian)	0%	1
Korean	0%	1
Hmong	0%	1
Hindi	4%	12
Other	9%	26
Base		299



26. Employment status

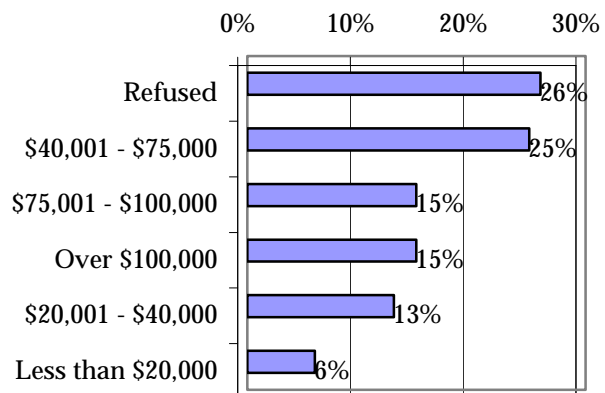
	Percentage	Frequency
Employed full time	50%	149
Retired	16%	33
Homemaker	11%	21
Self-employed	7%	17
Employed part time	6%	12
Not employed	5%	49
Student	4%	16
Base		297



Employment Status

27. Total household income

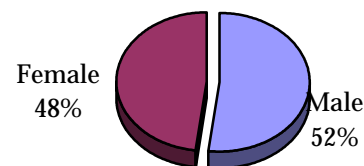
	Percentage	Frequency
Refused	26%	17
\$40,001 - \$75,000	25%	40
\$75,001 - \$100,000	15%	76
Over \$100,000	15%	44
\$20,001 - \$40,000	13%	44
Less than \$20,000	6%	79
Base		300



Household Income

28. Gender

	Percentage	Frequency
Male	52%	157
Female	48%	143
Base		300

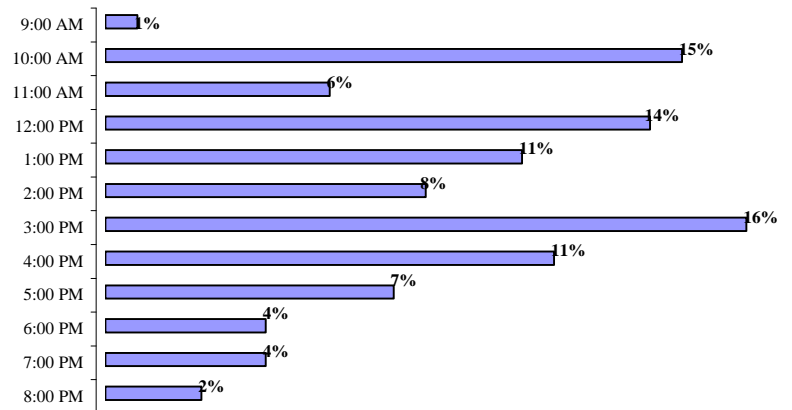


Gender

In-Library User Survey Results

1. What time did you arrive at the library today?

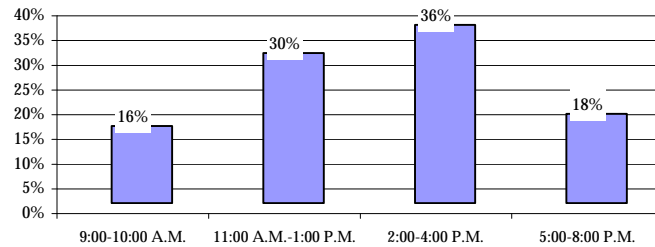
8:00 PM	2%	3
7:00 PM	4%	5
6:00 PM	4%	5
5:00 PM	7%	9
4:00 PM	11%	14
3:00 PM	16%	20
2:00 PM	8%	10
1:00 PM	11%	13
12:00 PM	14%	17
11:00 AM	6%	7
10:00 AM	15%	18
9:00 AM	1%	1
Total		122



What time did you arrive at the library today?

1a. What time did you arrive at the library today?

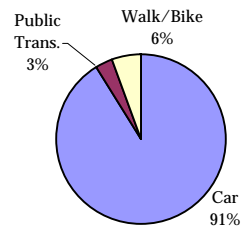
9:00-10:00 A.M.	16%	19
11:00 A.M.-1:00 P.M.	30%	37
2:00-4:00 P.M.	36%	44
5:00-8:00 P.M.	18%	22
Total		122



Arrival Time

2. How did you get to the library?

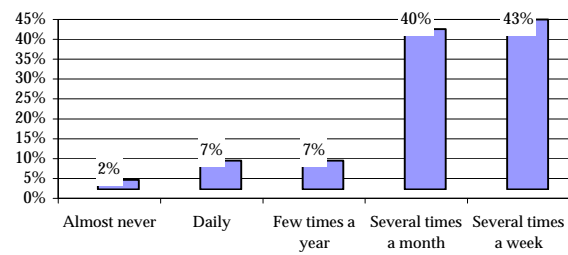
Car	112	91%
Public Trans.	4	3%
Walk/Bike	7	6%
Total	123	



Means of Arriving at the Library

3. How frequently do you visit Milpitas Library?

Almost never	2%	3
Daily	7%	9
Few times a year	7%	9
Several times a month	40%	50
Several times a week	43%	53
Total		124

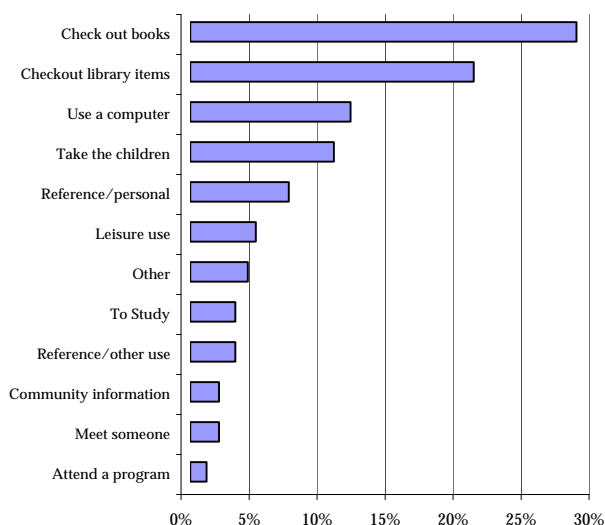


Library Use

4. What did you come to the library to do today?

Take the children	35	11%
Check out books	94	28%
Checkout library items	69	21%
Reference / personal	24	7%
Reference / other use	11	3%
Attend a program	4	1%
Leisure use/rec. reading	16	5%
Use a computer	39	12%
Meet someone	7	2%
Community information	7	2%
To Study	11	3%
Other	14	4%
331	Total	

Attend a program	1%
Meet someone	2%
Community information	2%
Reference/other use	3%
To Study	3%
Other	4%
Leisure use	5%
Reference/personal	7%
Take the children	11%
Use a computer	12%
Checkout library items	21%
Check out books	28%



Main Reasons for Attending Library

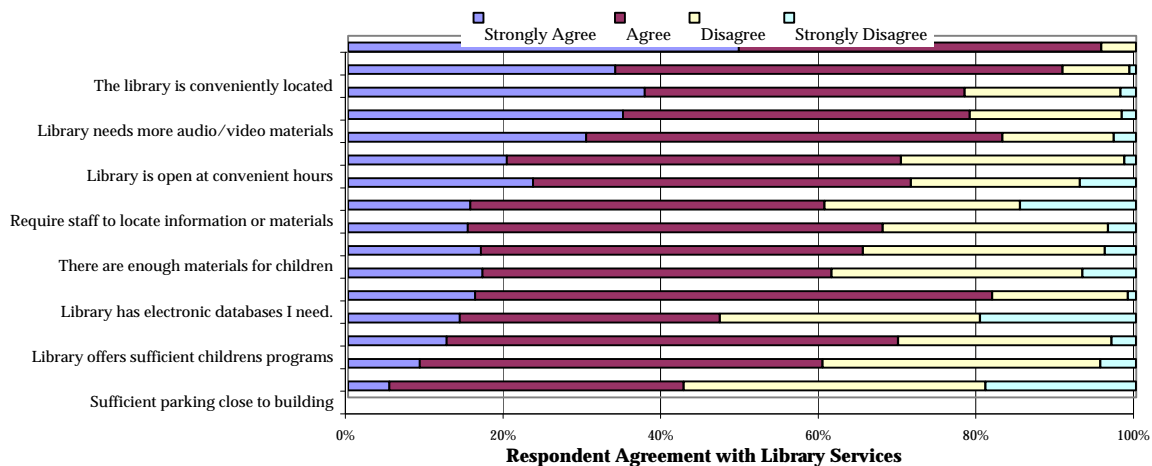
5. Are there any particular services you would like to see introduced or expanded at the Library? (single verbatim responses are located after Question 12.)

Verbatim Response	# of Responses	Verbatim Response	# of Responses
more books	6	improved lighting	2
new bigger building	5	increased internet and computer monitoring	2
more Computers	4	more internet use	2
more DVDs	4	more parking	2
more non-English materials	4		
quiet area	4		
more children's books	3		
more internet computers	3		
more study room	3		

6. In general, do you strongly agree, agree, disagree, or strongly disagree with each of the following?

	Strongly Agree	Agree	Disagree	Strongly Disagree	
Staff do a good job answering questions	56	52	5	0	113
The library is conveniently located	40	67	10	1	118
Usually wait to use a computer for Internet	38	41	20	2	101
Library needs more audio/video materials	38	48	21	2	109
Don't wait a long time for staff assistance	32	56	15	3	106
Library is open at convenient hours	27	67	38	2	134
There are enough materials for adults	23	47	21	7	98
Require staff to locate information or materials	20	58	32	19	129
The Library's materials are up to date	17	59	32	4	112
There are enough materials for children	17	49	31	4	101
Library has enough non-English materials	15	39	28	6	88
Library has electronic databases I need.	15	61	16	1	93
Sufficient space for me to work	15	35	35	21	106
Library offers sufficient childrens programs	12	55	26	3	96
Library offers sufficient adult programs	8	45	31	4	88
Sufficient parking close to building	6	43	44	22	115
	379	822	405	101	Total

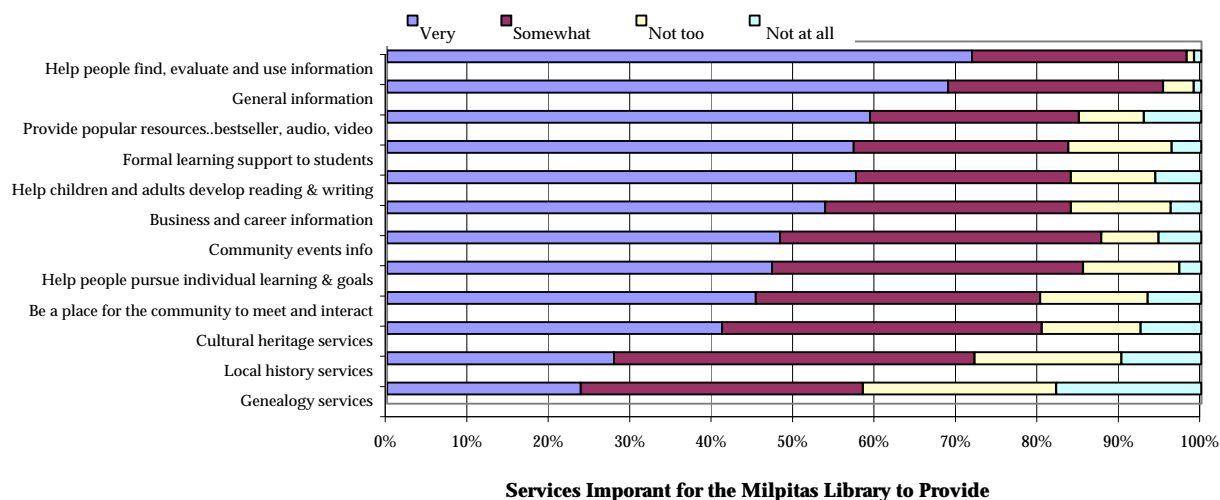
	Strongly Agree	Agree	Disagree	Strongly Disagree
Sufficient parking close to bu	6	43	44	22
Library offers sufficient adult	8	45	31	4
Library offers sufficient child	12	55	26	3
Sufficient space for me to wc	15	35	35	21
Library has electronic databa	15	61	16	1
Library has enough non-Engl	15	39	28	6
There are enough materials f	17	49	31	4
The Library's materials are u	17	59	32	4
Require staff to locate inform	20	58	32	19
There are enough materials f	23	47	21	7
Library is open at convenient	27	67	38	2
Don't wait a long time for sta	32	56	15	3
Library needs more audio/vic	38	48	21	2
Usually wait to use a comput	38	41	20	2
The library is conveniently lc	40	67	10	1
Staff do a good job answerin	56	52	5	0



7. For each of the following statements, please indicate the importance for the Milpitas Library to...

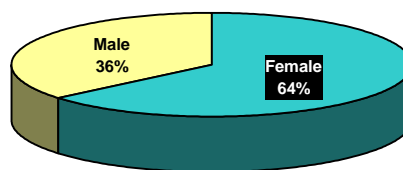
	Very	Somewhat	Not too	Not at all	
Help people find, evaluate and use information	79	29	1	1	110
Offer general information and answers to questions	73	28	4	1	106
Provide popular resources..bestseller, audio, video	67	29	9	8	113
Provide formal learning support to students	63	29	14	4	110
Help children and adults develop reading & writing	61	28	11	6	106
Offer business and career information	57	32	13	4	106
Provide information on community events ..	55	45	8	6	114
Help people pursue individual learning & goals	52	42	13	3	110
Be a place for the community to meet and interact	48	37	14	7	106
Provide services relating to cultural heritage	44	42	13	8	107
Offer local history services	34	54	22	12	122
Offer genealogy services	24	35	24	18	101
	24	35	24	18	Totals

	Very	Somewhat	Not too	Not at all
Genealogy services	24	35	24	18
Local history services	34	54	22	12
Cultural heritage services	44	42	13	8
Be a place for the community	48	37	14	7
Help people pursue individual learning & goals	52	42	13	3
Community events info	55	45	8	6
Business and career information	57	32	13	4
Help children and adults develop reading & writing	61	28	11	6
Formal learning support to students	63	29	14	4
Provide popular resources..bestseller, audio, video	67	29	9	8
General information	73	28	4	1
Help people find, evaluate and use information	79	29	1	1



8. Are you female or male?

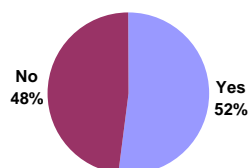
Female	71	64%
Male	40	36%
111 Total		



Are you female or male?

9. Do you have children living at home?

Yes	57	52%
No	53	48%
110 Total		

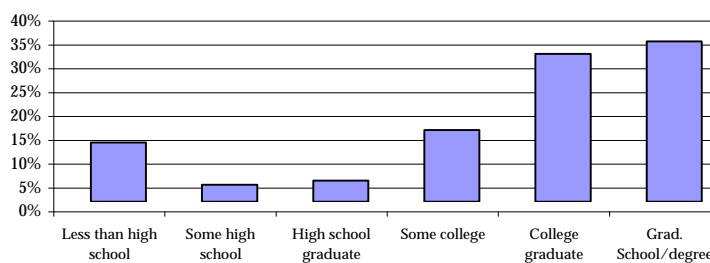


Do you have children living at home?

10. Last grade or level completed in school?

Some high school	4%	4
High school graduate	4%	5
Less than high school	12%	14
Some college	15%	17
College graduate	31%	35
Grad. School/degree	34%	38
Total		113

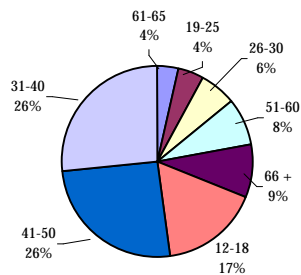
Less than high school	12%
Some high school	4%
High school graduate	4%
Some college	15%
College graduate	31%
Grad. School/degree	34%



Education

11. What year were you born?

1935/earlier (66+)	9%	10
1936-1940 (61-65)	4%	4
1941-1950 (51-60)	8%	9
1951-1960 (41-50)	26%	29
1961-1970 (31-40)	27%	30
1971-1975 (26-30)	6%	7
1976-1982 (19-25)	4%	5
1983-1989 (12-18)	17%	19
Total		113

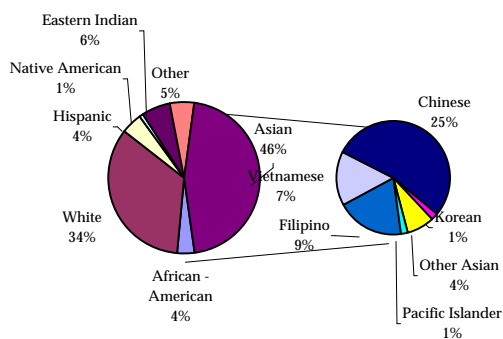


61-65	4%
19-25	4%
26-30	6%
51-60	8%
66 +	9%
12-18	17%
41-50	26%
31-40	27%

Age

12. What race/ethnic group ?

African - American	4%	4
White	34%	39
Hispanic	4%	5
Native American	1%	1
Eastern Indian	6%	7
Other	5%	6
Filipino	9%	10
Vietnamese	7%	8
Chinese	25%	28
Korean	1%	1
Other Asian	4%	4
Pacific Islander	1%	1
Cambodian	0%	0
Total		114



Ethnicity

Asian/PacificIslander	46%	52
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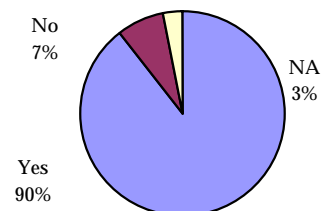
5. Verbatim Responses continued

additional self check-out machines	more
adult seminars	more
Anime books and tapes	more help
art class	more
audio-language equipment	more
author meetings	more
availability to reserve feature films	more mult-
children volunteers	more pre-
children's puppet show in the library	more
classes/seminars on tax preparation, budgeting,	programs
computers with audio capability	reading
cubicles or carrels with laptop plug-ins	more
earlier hours	more
educational computer games	more
e-mail request notification	more
entire JK Rowlings Harry Potter series	more
fiction section closer to the exit	move
free books for children	open on
free paper for Xerox use	Oprah
Fushigi Yugi the Mysterious Play	personal
graphic novels	place
how to review books on web-site	programs
improve internet catalog search	senior
improved newspaper storing system	special
increased internet capabilities	staff talk
increased magazine selection	story time
larger fiction section	suggestio
learning programs for adults	tutoring
longer time on computers	typing
more catalog only computers	update
more checkout stands	

Online Survey Results

1. Do you have a current library card for the Santa Clara County Library system?

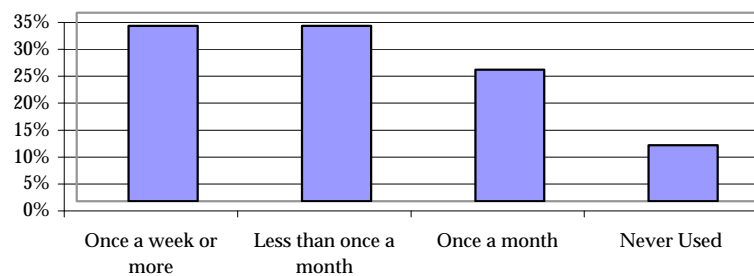
Yes	120	89%
No	10	7%
NA	4	3%
Total	134	99%



Current Library Card Holder

2. In the last year, how frequently have you used the library in Milpitas?

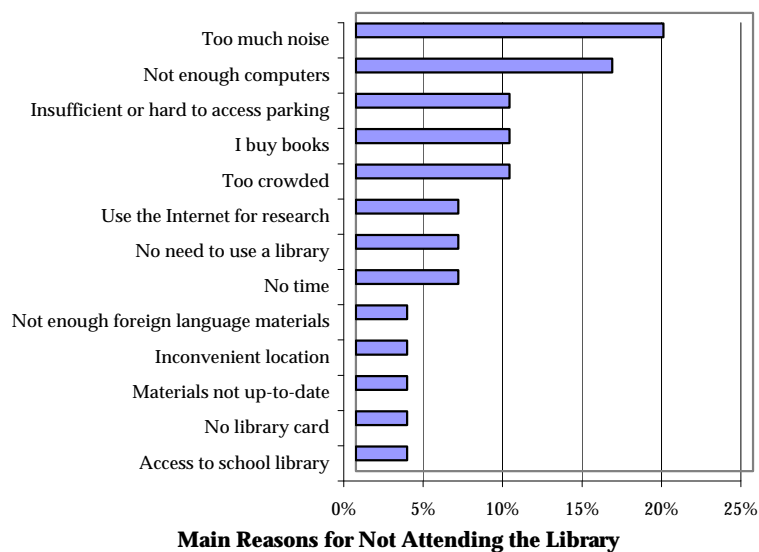
Once a week or more	44	33%
Occasionally or Less than once a month	44	33%
Once a month	33	24%
Never Used	14	10%
Total	135	100%



Frequency of Library Use

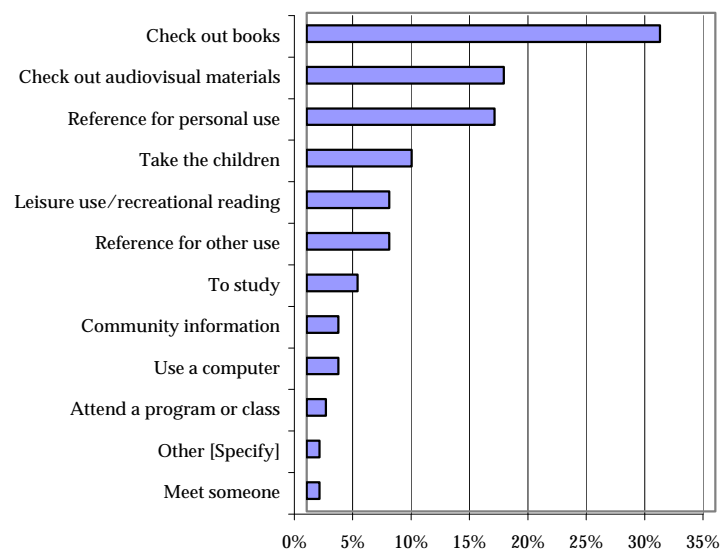
3. If you answered that you have never used the library, please check any of the following reasons to explain why

Too much noise	6	19%
Not enough computers	5	16%
Too crowded	3	10%
I buy books	3	10%
Insufficient or hard to access parking	3	10%
I don't have time (busy)	2	6%
No need to use a library	2	6%
Use the Internet for my information needs	2	6%
Have access to school or college library	1	3%
I don't have a library card	1	3%
Library does not have up-to-date or new materials	1	3%
Location is inconvenient	1	3%
Not enough foreign language materials	1	3%
Hours are inconvenient	0	
Unable to get to the library (transportation)	0	
Use the Internet to access the library	0	
Total	31	



4. Please indicate the THREE main reasons you go to the library.

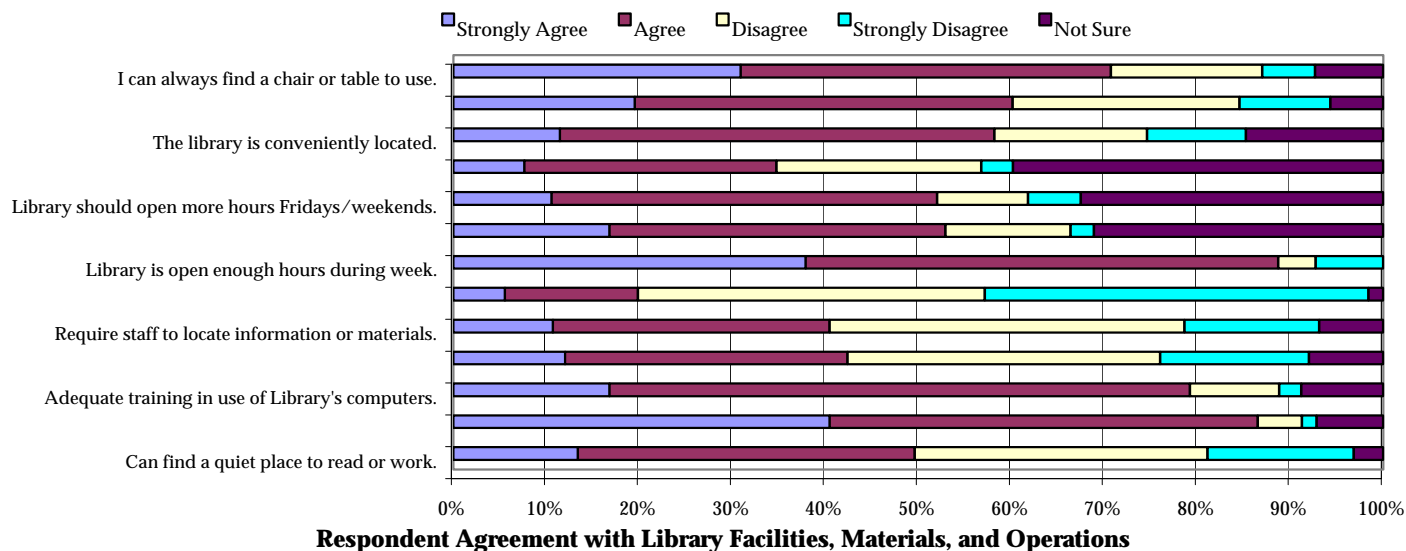
Check out books	111	30%
Check out audiovisual materials	62	17%
Reference for personal use	59	16%
Take the children	33	9%
Reference for other use	26	7%
Leisure use/recreational reading	26	7%
To study	16	4%
Use a computer	10	3%
Community information	10	3%
Attend a program or class	6	2%
Meet someone	4	1%
Other [Specify]	4	1%
Don't know/No response	0	0%
	367	



Main Reasons for Attending the Library

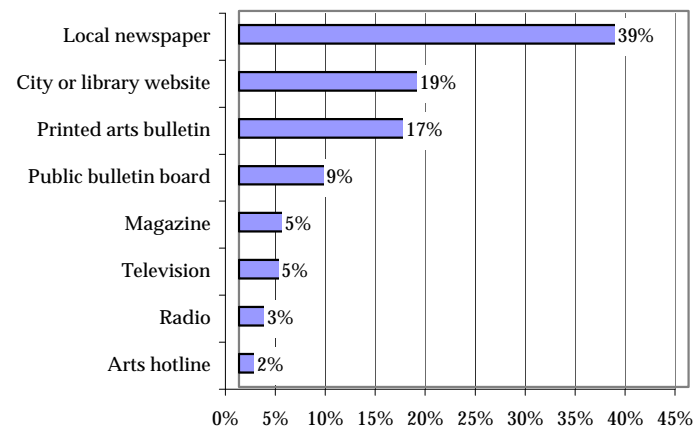
5. In general, do you strongly agree, agree, disagree, or strongly disagree with each of the following statements?:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Sure	
I can always find a chair or table to use.	38	49	20	7	9	123
Staff does a good job answering my questions.	24	50	30	12	7	123
The library is conveniently located.	14	57	20	13	18	122
Usually wait to use a computer for Internet access.	9	32	26	4	47	118
Library should open more hours Fridays/weekends.	13	51	12	7	40	123
I do not have to wait long for staff assistance.	20	43	16	3	37	119
Library is open enough hours during week.	47	63	5	9	0	124
The Library's materials are up to date.	7	18	47	52	2	126
Require staff to locate information or materials.	14	39	50	19	9	131
Library has the electronic databases I need.	15	38	42	20	10	125
Adequate training in use of Library's computers.	21	78	12	3	11	125
Sufficient available parking close to building.	51	58	6	2	9	126
Can find a quiet place to read or work.	17	46	40	20	4	127
	17	46	40	20	4	Total



6. What source(s) do you use to get information on the arts in Milpitas?

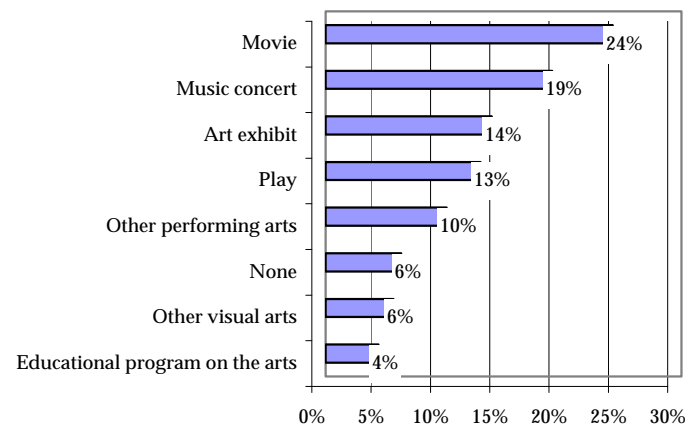
Local newspaper	111	39%
City or library website	54	19%
Printed arts bulletin or calendar	50	17%
Public bulletin board	27	9%
Magazine	15	5%
Television	14	5%
Radio	10	3%
Arts phone hotline	7	2%
	288	



Sources of Information on the Arts

7. Since January, have you attended or visited any of the following in Milpitas?

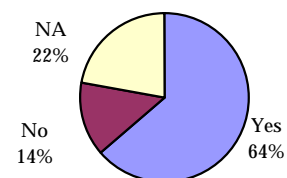
Movie shown in a theater or other public venue	76	24%
Music concert or similar program	60	19%
Exhibit of art such as painting or sculpture	44	14%
Play or other dramatic production	41	13%
Other performing arts program	32	10%
None	20	6%
Other visual arts program	18	6%
Seminar, lecture or other educational program on the arts	14	4%
No answer	9	3%
	314	



Arts Events Attended Since January 2001

8. Would you prefer to attend more arts events or programs in Milpitas?

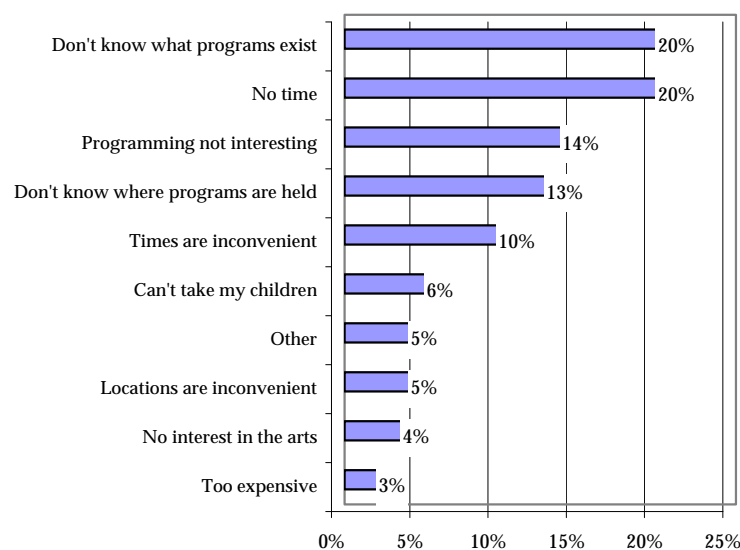
Yes	86	64%
No	19	14%
NA	30	22%



Prefer to Attend More Arts Events?

9. Are any of the following reasons you do not attend more often?

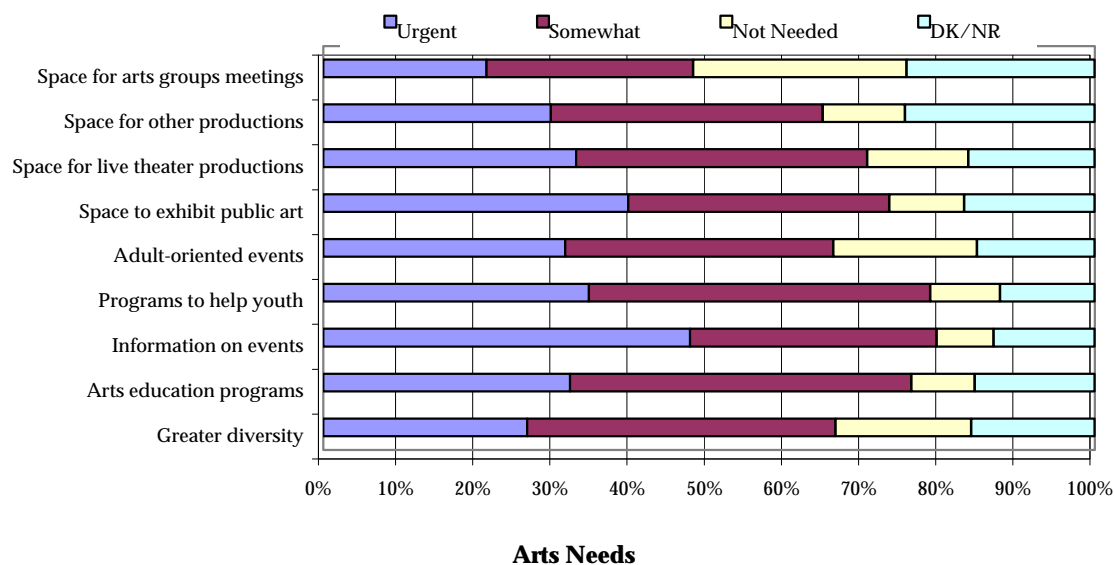
Don't know what programs exist	40	20%
No time	40	20%
Available programming does not interest me	28	14%
Don't know where programs are conducted in Milpitas	26	13%
Times are inconvenient	20	10%
Can't take my children	11	6%
Other--please specify	9	5%
Locations are inconvenient	9	5%
No interest in the arts	8	4%
Too expensive	5	3%
	156	



Reasons for Not Attending More Arts Events

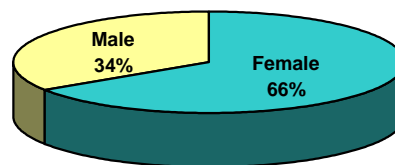
10. Please indicate whether each of the following is urgently needed in the City of Milpitas, somewhat needed, or not needed at all.

	Urgent	Somewhat	Not Needed	Don't Know/No Response	
More space for meetings of art groups or organizations	26	33	34	30	123
More space for other productions, including films	36	43	13	30	122
More space for live theater productions	40	46	16	20	122
More space to exhibit public art	49	42	12	21	124
More adult-oriented events, exhibits or programs	37	41	22	18	118
More programs to help youth develop their interests and abilities in arts	42	54	11	15	122
More information what events will be taking place	58	39	9	16	122
More arts education programs	39	54	10	19	122
Greater diversity in the types of events or exhibits available to the public	33	50	22	20	125
Better transportation to programs or events	N/A	N/A	N/A	N/A	0
	33	50	22	20	Totals



11. Are you female or male?

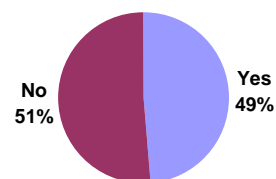
Female	85	66%
Male	44	34%
129 Total		



Are you female or male?

12. Do you have any children living at home?

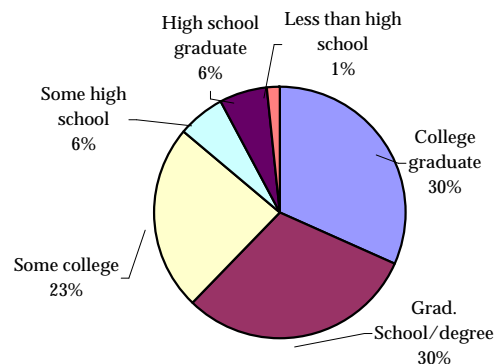
Yes	66	49%
No	70	51%
136 Total		



Do you have children living at home?

13. Last grade or level completed in school?

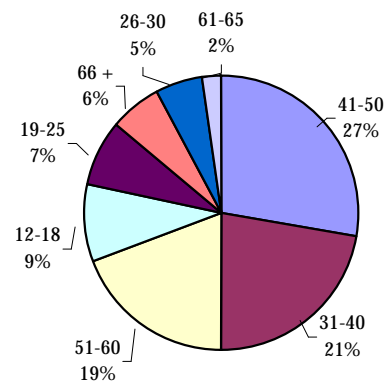
College graduate	30%	41
Grad. School/degree	30%	40
Some college	23%	31
Some high school	6%	8
High school graduate	6%	8
Less than high school	1%	2
Total		130



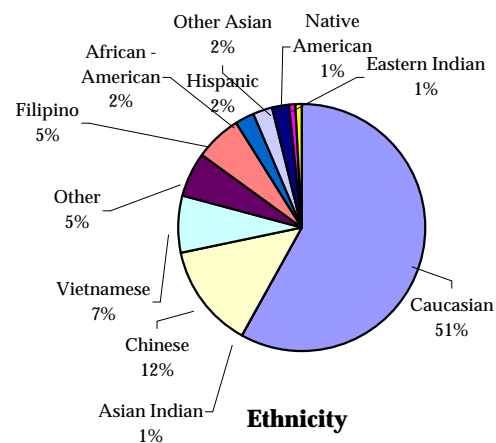
Education

14. What year were you born?

1951-1960	27%	36
1961-1970	21%	29
1941-1950	19%	25
1983-1989	9%	12
1976-1982	7%	10
1935/earlier	6%	8
1971-1975	5%	7
1936-1940	2%	3
Total		130

**Age****15. What race/ethnic group ?**

African - American	2%	3
Caucasian/White	51%	69
Latino(a)/Hispanic	2%	3
Native American	1%	1
Eastern Indian	1%	1
Other	5%	7
Filipino	5%	7
Vietnamese	7%	9
Chinese	12%	16
Other Asian	1%	2
Asian Indian	1%	2
Cambodian	0%	0
Korean	0%	0
Asian/Pacific Islander	27%	
Total		120

**Ethnicity**

Comparative Analysis

System	Profile							
	Population	Outlets	Pop per Outlet	Total Sq. Ft.	Total Sq. Ft. Per Capita	Total Circulation	Circulation per capita	Circulation per sq ft
Cerritos	52,600	1	52,600	21,000	0.40	639,826	12.16	30.5
Cupertino	53,789	1	53,789	37,000	0.69	1,693,807	31.49	45.8
Fremont	207,200	4	51,800	82,444	0.40	1,540,790	7.44	18.7
Mountain View	71,369	1	71,369	60,000	0.84	789,802	11.07	13.2
Palo Alto	60,800	6	10,133	56,426	0.93	975,611	16.05	17.3
Pleasanton	63,654	1	63,654	30,000	0.47	704,075	11.06	23.5
Santa Clara	104,600	2	52,300	52,770	0.50	1,762,546	16.85	33.4
Santa Teresa	52,139	1	52,139	13,860	0.27	754,250	14.47	54.4
Sunnyvale	132,000	1	132,000	60,000	0.45	1,424,182	10.79	23.7
Benchmark Average	88,683	2	59,976	45,944	0.55	1,142,765	14.60	28.9
Milpitas	65,404	1	65,404	19,500	0.30	1,400,097	21.41	71.8
Santa Clara County	404,200	9	44,911	164,760	0.41	7,363,631	18.22	44.7

Comparative Analysis

System	Staffing							Expenditures		
	Librarian FTE	Other FTE	FTE Total *	Librarian FTE per 1000 residents	Other FTE per 1000 residents	Librarian FTE per 1000 Circul	Other FTE per 1000 Circul	Library Materials	Materials Per Capita	Materials Per Circul
Cerritos	8.0	32.0	40.0	0.15	0.61	0.013	0.050	\$740,000	\$ 14.07	\$1.16
Cupertino	12.9	24.9	37.8	0.24	0.46	0.008	0.015	\$509,501	\$ 9.47	\$0.30
Fremont	26.5	36.5	63.0	0.13	0.18	0.017	0.024	\$755,483	\$ 3.65	\$0.49
Mountain View	17.5	37.0	54.5	0.25	0.52	0.022	0.047	\$358,734	\$ 5.03	\$0.45
Palo Alto	28.2	31.7	59.8	0.46	0.52	0.029	0.032	\$521,682	\$ 8.58	\$0.53
Pleasanton	11.0	23.8	34.8	0.17	0.37	0.016	0.034	\$320,567	\$ 5.04	\$0.46
Santa Clara	18.0	47.3	65.3	0.17	0.45	0.010	0.027	\$640,000	\$ 6.12	\$0.36
Santa Teresa	6.0	11.0	17.0	0.12	0.21	0.008	0.015	\$250,000	\$ 4.79	\$0.33
Sunnyvale	27.0	39.4	66.4	0.20	0.30	0.019	0.028	\$746,299	\$ 5.65	\$0.52
Benchmark Average	17.2	31.5	48.7	0.21	0.40	0.016	0.030	\$538,030	\$6.93	\$0.51
Milpitas	9.7	24.7	34.4	0.15	0.38	0.007	0.018	\$508,256	\$7.77	\$0.36
Santa Clara County	65.5	189.9	255.4	0.16	0.47	0.009	0.026	\$2,979,365	\$ 7.37	\$0.40

* Please note that the benchmark average for Total FTE represents a weighted average not the sum of benchmark FTE.

Comparative Analysis

System	Holdings						
	Total Holdings	Holdings Per Capita	Books/ Reference	Books/ Reference	Audio/ Video	Periodicals	Youth Materials
Cerritos	179,667	3.42	169,435	3.22	9,834	398	71,415
Cupertino	312,614	5.81	245,064	4.56	28,442	39,108	106,120
Fremont	461,376	2.23	438,629	2.12	21,581	1,166	160,791
Mountain View	289,706	4.06	256,382	3.59	17,973	15,351	91,775
Palo Alto	287,271	4.72	241,077	3.97	45,256	938	72,042
Pleasanton	170,975	2.69	161,976	2.54	8,669	330	74,028
Santa Clara	358,207	3.42	302,000	2.89	15,666	692	
Santa Teresa	147,930	2.84					
Sunnyvale	283,432	2.15	257,774	1.95	25,127	531	77,651
Benchmark Average	276,798	3.48	259,042	3.10	21,569	7,314	93,403
Milpitas	212,066	3.24	173,089	2.65	26,168	7,521	76,268
Santa Clara County	1,450,536	3.59	1,226,046	3.03	207,655	16,835	560,586

Comparative Analysis

System	Programs							
	Pre-School Programs	Pre-School Attendance	School-Age Programs	School-Age Attendance	Other Programs	Other Attendance	Total Programs *	Total Attendance
Cerritos	84	1,222	28	3,190	43	1,467	155	5,879
Cupertino	124	7,211	11	1,249	209	6,367	344	14,827
Fremont	134	4,804	89	5,747			223	10,551
Mountain View	247	19,919	194	2,532	42	920	483	23,371
Palo Alto	276	15,895	108	12,191	50	506	434	28,592
Pleasanton	195	8,618	830	23,948	50	1,794	1,075	34,360
Santa Clara	174	12,235	84	4,212	106	1,495	364	17,942
Santa Teresa	212	15,190	134	3,036			346	18,226
Sunnyvale	136	4,322	175	7,255	105	3,007	416	14,584
Benchmark Average	176	9,935	184	7,040	86	2,222	427	18,704
Milpitas	196	10,028	6	570	72	15,962	274	26,560
Santa Clara County	982	56,505	896	36,219	388	5,626	2,266	98,350

* Please note that the benchmark average for Total Programs represents a weighted average not the sum of benchmark programs.

Milpitas Community Characteristics

	Milpitas	California	U.S.	Data Source
Population				Association of Bay Area Governments, 2002
1990	50,951			
2000	62,698			
2005	69,500			
2010	72,100			
2015	74,200			
2020	76,100			
Population by age				Census 2000
under 10	14%	15%	14%	
10 to 19	13%	15%	15%	
20 to 34	26%	22%	21%	
35 to 54	32%	29%	29%	
55 to 64	8%	8%	9%	
65+	7%	11%	12%	
Population by race/ethnicity				Census 2000
white	24%	60%	75%	
black	4%	7%	12%	
asian	52%	11%	4%	
hispanic	17%	32%	13%	
multiple	4%	5%	2%	
other	1%	19%	6%	
Population by educational level				Census 2000, City of Milpitas Community Profile (1990 data)
less than HS	19%	30%	18%	
HS grad	21%	21%	30%	
some college	35%	20%	21%	
college or grad degree	25%	19%	32%	
Literacy (% at level 1)	23%	24%	23%	National Institute for Literacy Estimates
<i>level 1 is lowest level of prose, document and qualitative literacy; 4 is highest</i>				
Household Size	3.47	2.87	2.59	Census 2000
Family Size	3.72	3.43	3.14	Census 2000
Family Households	81.7%	68.9%	68.1%	Census 2000
Per capita income (2000)	\$ 29,588	\$32,225	\$29,451	Dept. of Commerce, Bureau of Econ Analysis

**MILPITAS UNIFIED SCHOOL DISTRICT
LIBRARY - HOMEWORK - PROGRAM INFORMATION**

SCHOOL	LIBRARY	STAFFING	HOMEWORK ASSISTANCE AVAILABLE?
Preschool	No	Collection of books in classrooms. Students cannot check out books. No internet access.	
Elementary			
Burnett	Yes	Teachers who share a stipend	After school homework clubs and tutoring groups
Curtner	Yes	One volunteer parent five days a week, all day and one parent paid by PTA 3 days a week	No formal homework assistance program. Teachers help students after school informally.. Offer Learning Lab and Skills Factory with teacher availability
Pomeroy	Yes	Teacher who receives a stipend with some help by parent volunteers	Before and after school tutoring programs not tied to library. Would be interested in funding for a homework club or something like that.
Randall	Yes	3 hour Instructional Assistant. Teacher on stipend who maintains the library (makes sure books are shelved, etc.)	Homework assistance after school and computer assisted learning in the library
Rose	Yes	Librarian who supervises both the print area (books, magazines, etc.) and multimedia (computer, etc.) section of library	Tutoring groups use the Library several days a week to assist students in need of academic assistance. Hope to expand tutoring program for the remainder of 2001-02.
Spangler	Yes	Teacher on stipend. Parent paid for 4 hrs/week to organize and maintain.	Homework help for grades 4-6, one day a week for each grade. Tutoring grades 1-6 in 6 week sessions
Sinnott	Yes	No staff but teachers check books in and out. A retired teacher comes in for 2 hours after school on Wednesdays to keep it open for the kids.	After school tutoring and homework clubs on a 6 week rotating basis throughout the year, depending on teacher availability
Weller	Yes	Open 3 days a week after school. Has person on stipend who runs program and maintains library. Pre-school reading hour once a month.	Homework support Thursdays in the library
Zanker	Yes	Instructional Assistant 3hrs per day. Teacher on stipend who does the training and monitors library student helpers	No homework center time
Junior High			
Rancho	Yes	Staffed every day. Half time librarian and half time assistant (They alternate days between Rancho and Russell)	Homework assistance is offered every day by team. Can use the library for research though homework assistance is not through the library.
Russell	Yes	Staffed every day. Half time librarian and half time assistant (They alternate days between Rancho and Russell)	YMCA that runs homework center M-F 3:30 to 5:00. MACSA (Hispanic program from SJ that Russell hired) M-Th 3:30 to 5:00
High School			
Milpitas High	Yes	Full time librarian	
Cal Hills	Beginning		
Community Day	No	Limited books in classrooms. No staffing.	

NWHD/Nancy's Doc/Matrices/Library Info 01-02 SY